

DIANE BYRON, CEBS, CCP, CEP

PROFESSIONAL EXPERIENCE

2018- PRESENT

AVANGRID MANAGEMENT COMPANY, LLC, ORANGE, CT

DIRECTOR, REWARDS

Direct strategy, communication, and administration of the organization's retirement and health and welfare benefits plans. Ensure that all benefits programs are compliant and support the organization's strategic objectives. Major accomplishments include:

- Selection of consolidated Health & Welfare Benefits Administrators for 2019
- Implementation of consolidated Health & Welfare carriers for 2019
- Execution of harmonized 401(k) investment line up

2016 - 2018

TANGOE, INC., SHELTON, CT

Senior Director, Compensation, Benefits and HRIS

Directed global strategy, communication, and administration of the organization's compensation and benefits plans, as well as HR systems, workforce analytics and Payroll. Ensured that all HR systems and compensation and benefits programs supported the organization's strategic objectives. Major accomplishments include:

- Directed global compensation benchmarking analysis with market survey sources including title alignment globally
- Led vendor evaluation and implementation of new global Payroll and HRIS systems, UltiPro, ADP Streamline and ADP Workforce Now
- Provided data and calculations for diligence on public to private equity owned transaction including employee census data, global benefits plans, stock ownership details, executive compensation and change in control analysis
- Managed the dissolution of the company's stock plan upon acquisition by private equity firm
- Integrated all compensation, benefits, payroll and HR systems of two global companies

2013 - 2016

FRONTIER COMMUNICATIONS CORP., NORWALK, CT

Director, Compensation

Managed strategy, communication, and administration of the organization's compensation plans, including union, non-union and executive employees, base pay, bonus, equity and sales commissions.

Major accomplishments include:

- Prepared compensation materials for the Compensation Committee of the Board of Directors
- Integrated additional 2,500 employees with acquisition of AT&T business in Connecticut
- Conducted competitive benchmarking and survey analysis to evaluate competitiveness of professional and executive pay levels and programs; modified pay mix to increase weighting of Performance Shares for executives, modified bonus plan
- Analyzed competitiveness of current salary structure and modified salary ranges for 1,000 salaried positions, including the addition of Total Cash Compensation ranges
- Reviewed and updated process workflow for approval of compensation changes

2004 – 2013

PVH CORP. (FORMERLY WARNACO INC.), MILFORD, CT

Director, Compensation (2008 - 2013)

Managed overall design, implementation, communication, and administration of the organization's global compensation and executive benefit plans, including deferred compensation, executive retirement, base pay, bonus, equity and expatriate assignments. Major accomplishments include:

- Implemented Success Factors globally, including Objective Setting, Performance Management and Compensation
- Designed, budgeted and implemented bonus plan for U.S. employees at the manager and professional levels
- Created and implemented deferred compensation plans for both employees and board of directors
- Supported legal team with all SEC filings and preparation of proxy statement, CD&A and compensation tables
- Assisted in the preparation of compensation materials for the Compensation Committee of the Board of Directors
- Administered equity programs (options, restricted stock, performance stock and stock ownership guidelines)
- Conducted competitive benchmarking to evaluate competitiveness of professional and executive pay

Manager, Compensation and Executive Benefits (2006 - 2008)

- Managed and administered all executive benefit and compensation plans, including deferred compensation, executive retirement, salary, bonus, equity and market data analysis

Benefits Manager (2004 - 2006)

- Managed and administered all retirement plans, including defined benefit pension plan, 401(k), profit sharing, retiree medical and retiree life plans; implemented and administered profit sharing portion of 401(k)

2001 – 2004

DIAGEO NORTH AMERICA, INC., STAMFORD, CT

Retirement Benefits Manager

- Managed and administered all retiree health & welfare plans, including inquiries, life events, Medicare coordination, claims issues and eligibility for 3,000 employees
- Administered Cash Balance pension plan and other defined benefit pension plans
- Transitioned pension administration to outsourcing vendor, thereby reducing time spent by Diageo staff on pension administration by 80%
- Consolidated Retiree Medical plans from over 50 to fewer than 10, improving claims processing accuracy
- Managed the addition of all retiree benefit data into PeopleSoft HR system

1997- 2001

MERCER, STAMFORD, CT

Pension Benefits Consultant

- Prepared annual pension benefit statements, reviewed both qualified and non-qualified pension benefit calculations, prepared Form 5500 and other government filings, performed Non-Discrimination Testing
- Acted as Project Manager on a variety of data reconciliation and benefit statement projects for clients

1994 - 1997

PWC (FORMERLY COOPERS & LYBRAND L.L.P.), STAMFORD, CT AND PARSIPPANY, NJ

Actuarial Pension Benefits Consultant

- Processed Defined Benefit, FAS 87 and FAS 106 actuarial valuations, performed data reconciliations, prepared benefit calculations, processed Non-Discrimination Testing and valued Early Retirement Windows for various clients. Prepared accurate client work papers to calculate funding and expense numbers for clients, efficiently and within budget

EDUCATION

BS, Business Administration, Actuarial Mathematics, Bryant University, Smithfield, RI

CERTIFICATIONS

Certified Equity Professional (CEP)

World at Work - Certified Compensation Professional (CCP)

Certified Employee Benefit Specialist (CEBS)

Successfully completed actuarial exams in Calculus, Probability, Statistical Methods and Numerical Analysis

LIBERNA CHARLES

PROFESSIONAL EXPERIENCE

AVANGRID, INC. – 2018 – Present

2018 – Present HR Business Partner

- Support Avangrid Networks, Inc. employees in Gas Operations, Energy Supply, Gas Engineering, the New York President's Office, Projects, Business Development, and Planning and Investments.

DIAGEO – 2010 – 2018

2014 – 2018 Global HR Business Partner

- Lead, manage, and end-to-end People/HR agenda for Global Travel & Middle East (GTME) and Global Diageo Business Services (GDBS) Diageo's Information Technology business team.
- Ensure that the structure, processes, culture, and capabilities are in place to support GTME and Is business strategy.
- Work with leadership team and employees to develop and maintain high levels of engagement.
- Develop strategies to grow the talent base and strengthen succession plans. This includes facilitating annual talent reviews and ensure there is an action plan to grow, develop, and promote top talent. Build and deliver Multi Year Talent Plans to ensure diverse and competitively advantaged talent pipelines. Work with internal and external recruiters to source top quality talent for vacancies and future pipelines.
- Manage annual reward cycle including annual bonuses, quarterly Sales Incentive Bonus (SIP), Long Term Incentives for executives.
- Coach and assist in the facilitation of employee performance management.

2008 – 2014 Sr. Manager, Talent Acquisition

- Manage a team of 5 recruiters (including 1 in Canada and 1 in Miami).
- Analyze recruiting metrics and feed that data to the HR Leadership team.
- Develop and implement creative, cost-effective recruitment strategies for central functions: Marketing, Finance, IT, HR, Corporate Relations and Legal. Also manage the recruiting budget for these functions.
- Responsible for end to end recruiting including sourcing, interviewing, creating and maintaining a talent pipeline and talent mapping using LinkedIn and other sources.
- Developed and successfully executed on campus diversity strategy for Finance which resulted in 6 diverse hires for open roles and 4 diverse hires for the Finance Leadership Development Program, the most in any years prior. The CFO nominated me for an award. Analyzed 3 years of data to facilitate workforce planning which fed the succession planning process.

2013 – 2013 HR Resolution Manager – International Mobility

- Worked with C-Level executives inbound and outbound to U.S., Canada and USVI, to ensure a smooth transition to international assignments. This includes managing everything from visa initiation, relocation, benefits, tax support, pension and payroll.
- Coached HR Business Partners on International Assignees (IA) and International Transfer (IT) policies, processes and relocation packages.
- Provided cost analysis and cost projection for complicated cross-border scenarios.

- Assisted HR Business Partners with broader reward cycle (bonus review, salary review and COLA review)

2010 – 2011 Early Career Recruiting Manager

- Created on campus strategy for internships and leadership development programs.
- Project Manager for National Black MBA and National Society of Hispanic MBA conferences.
- Managed the budget.

2008 – 2010 Talent Acquisition Manager

- Developed talent acquisition strategy for finance (U.S & Canada), sales, marketing and supply chain in Canada.
- Vendor Management - Managed Diageo's 3rd party vendor, IQ Navigator, for temporary workers and drove the co-employment project to reduce number of 1099's consultants and Diageo's liability.

CITIZEN COMMUNICATIONS / FRONTIER CORP – 2007 - 2008

2007 – 2008 Corporate Recruiter

- End to end recruiting including sourcing for Marketing, Sales and Finance candidates using job boards and the internet.

BENCHMARK SEARCH GROUP – 2006 - 2008

2006 – 2008 Recruiting Manager

- Creatively sourced Finance and Accounting candidates.

INSEARCH WORLDWIDE – 2004 - 2005

2004 – 2005 Executive Recruiter

- Responsible for sourcing Finance candidates nationally for GE Consumer Finance business.

ROBERT HALF INTERNATIONAL – 1998 - 2004

1998 – 2004 Staffing Manager

- Managed a team of 3 as Division Director.
- Sourced Finance and Accounting professionals through cold calling, referrals, internet, etc.
- Winner of the 2001 "Reach for the Stars" sales award for outstanding performance.

EDUCATION

Master of Business, New York University – Leonard N. Stern School of Business , 1997

Bachelor of Science in Marketing, Fashion Institute of Technology

KYRA PATTERSON, SHRM-SCP, PMP

PROFESSIONAL EXPERIENCE

AVANGRID NETWORKS – 2017 – Present

2018 – Present VP, HR-Networks

- Senior HR Business Partner for Networks organization.
- Provide HR strategic support for the Networks President and Leadership Team
- Lead a team of 7 HR Business Partners and Labor Relations Managers in service to an employee population of nearly 5,000.

2017 – 2018 HR Director

- HR business partner support for multiple functional areas: Gas Operations, Process & Technologies, Customer Service and Projects.
- Coach executive level leadership on organizational strategy, transformational leadership and people development.

HAI Group

2016 – 2017 Head of HR – Cheshire, CT

- Responsible for all aspects of Human Resources within the organization.
- Manage a team of 5 professionals, to deliver Benefits, Payroll, HRIS, Recruitment, Employee Relations, Employee Communications, Organizational Design and Effectiveness.

DIAGEO

2015 – 2016 Director of Diversity and Inclusion – Norwalk, CT

- Responsible for working collaboratively with each business unit in the creation, promotion and establishment of diversity strategy at all levels of the organization.
- Acting as an internal consultant, driving cross functional initiatives and provide subject matter expertise to Business and HR Leaders in the development of comprehensive diversity management plans that support recruitment, education, awareness, performance evaluation, career development and succession within the organization.
- Involved in all aspects of organizational efforts to build, maintain, and assure a supportive diverse and inclusive culture in talent acquisition, development and retention; supplier and community relations, supplier diversity; and marketing and product development.
- Actively leverage processes, tools and guidelines in order to carry out responsibilities, and provide independent verification of program/project progress, issues and risks to the Executive Leadership team.

2013 – 2015 Human Resources Director – Finance, Legal, Corporate Relations and IS – Norwalk, CT

- HR business partner support of four corporate departments. Finance, Legal and Corporate Relations are North American based (US/Canada) and IS has employees worldwide.
- Coach executive level leadership on organizational strategy, transformational leadership and people development.

2013 – 2013 Human Resources Director, Wines Division – Napa, CA

- Support nine West Coast wineries locations (CA & WA) and multiple vineyards with approximately 500 employees.
- Coach executive level leadership on style, strategy and engagement.
- Manage all labor and employee relations including collective bargaining agreements.

C&S WHOLESALE GROCERS, Sacramento, CA

2008 – 2010 Regional Human Resources Senior Director

- Support six West Coast locations with eight direct and seven indirect reports for a total associate population of 1500.
- Oversight of \$3 million annual budget and a team of 15 cross-functional employees within Human resources, Safety/Security, Payroll and Communications.
- Manage all labor and employee relations including seven collective bargaining agreements.

SEARS, ROEBUCK & CO.

2006 – 2008 Corporate Human Resources Director - Chicago, IL

2005 – 2006 Region Human Resources Manager – Chicago, IL

2004 – 2008 Area Human Resources Manager – Odenton, MD

INTERNATIONAL PAPER

2000– 2001 Human Resources Coordinator

- Generalist responsibilities for 350+ employee location.

INTERLIANT, INC., Columbus, Ohio

2008 – 2010 Regional Human Resources Senior Director

- Support six West Coast locations with eight direct and seven indirect reports for a total associate population of 1500.
- Oversight of \$3 million annual budget and a team of 15 cross-functional employees within Human resources, Safety/Security, Payroll and Communications.
- Manage all labor and employee relations including seven collective bargaining agreements.

THE OHIO STATE UNIVERSITY MEDICAL CENTER, Columbus, Ohio

1999 – 2000 Human Resources Generalist

- Full generalist responsibilities for 10 departments within the Medical Center including recruitment, staffing, employee and labor relations. Responsible for contract interpretation, grievances and arbitration hearings.

MILITARY EXPERIENCE

UNITED STATES NAVY

1995 – 1999 Lieutenant Select

Formally trained as a Surface Nuclear Officer, obtained Surface Warfare qualification and honorably discharged.

EDUCATION

Masters of Labor and Human Resources, Ohio State University

Bachelor of Science, English, Prairie View A&M University

PROFESSIONAL TRAINING/CERTIFICATIONS:

- RCT Certified
- Contract Negotiation
- SAP
- Lean Manufacturing/5S
- Gallup Global Employee Engagement Trainer
- Certified DDI Trainer
- PeopleSoft
- GreenTree
- Six Sigma Green Belt

New York State Electric & Gas
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Summary
Page 1 of 6

	A	B	C	D	C	E	F	G	
	12/31/18 Actual	Fill Open Vacancies ¹	Incremental Hiring	3/31/20 Forecast	Incremental Hiring	3/31/21 Forecast	3/31/21 Forecast Breakdown		
							Electric Positions	Gas Positions	
1	Asset Management & Planning	26	1	6	33	-	33	24	9
2	Customer Service	528	22	24	574	5	579	449	130
3	Electric T&D Operations	712	40	94	846	100	946	946	-
4	Energy Supply	43	2	-	45	-	45	35	10
5	Gas Operations	240	2	15	257	11	268	-	268
6	NY President's Office	19	2	-	21	-	21	16	5
7	Process & Technology	20	4	4	28	1	29	28	1
8	Projects ²	33	3	31	67	16	83	83	-
9	Regulatory	10	-	-	10	-	10	8	2
10	Smart Grids	31	-	3	34	11	44	34	10
11	Subtotal NYSEG Networks FTEs	1,662	76	177	1,915	144	2,058	1,624	434
12	Administration	2	-	-	2	-	2	2	0
13	General Services	52	-	-	52	-	52	41	11
14	Health & Safety	6	-	-	6	-	6	5	1
15	Subtotal NYSEG Corporate FTEs	60	-	-	60	-	60	47	13
16	Total NYSEG FTEs Before Attrition Adjustment	1,722	76	177	1,975	144	2,118	1,671	447
17	Vacancy Adjustment				(86)		(93)	(73)	(20)
18	Total NYSEG FTEs After Attrition Adjustment	1,722			1,888		2,026	1,598	428

Notes:

- 1) Detailed list of vacancies by position can be found in Revenue Requirement Panel Workpaper NC-RRP-2-WP-07, Schedule D 5
- 2) Project staffing allocated 90% to capital projects

New York State Electric & Gas
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Customer Service Incremental Positions
Page 2 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY
1	NYSEG	Customer Service	Manager, Products & Programs		3
2	NYSEG	Customer Service	Lead Analyst - Energy Efficiency Programs		2
3	NYSEG	Customer Service	Analyst - Customer Billing	1	
4	NYSEG	Customer Service	Customer Representative Kirkwood (BO Billing)	1	
5	NYSEG	Customer Service	Supervisor - Customer Billing	1	
6	NYSEG	Customer Service	Sr BI Architect - CCS Business Support	1	
7	NYSEG	Customer Service	Analyst - Credit & Collections	1	
8	NYSEG	Customer Service	Lead Analyst - Supplier Relation	2	
9	NYSEG	Customer Service	Analyst - Customer Satisfaction	1	
10	NYSEG	Customer Service	Lead Analyst - Performance & Budgets	1	
11	NYSEG	Customer Service	Customer Representative Kirkwood	6	
12	NYSEG	Customer Service	Supervisor - Customer Relations Center	1	
13	NYSEG	Customer Service	Lead Analyst - Key Account Managemen	2	
14	NYSEG	Customer Service	Lead Analyst - Energy Efficiency Programs	1	
15	NYSEG	Customer Service	Inside Sales Representative	1	
16	NYSEG	Customer Service	Customer Representative (WIO)	1	
17	NYSEG	Customer Service	Meter Technician A	1	
18	NYSEG	Customer Service	Analyst - Meter Services	1	
19	NYSEG	Customer Service	Supervisor - Meter Services	1	
20	NYSEG	Customer Service	Customer Representative		-1
21	NYSEG	Customer Service	Data Portal Project Manager & Administrator		1
22	Total Customer Service (all incremental FTEs)			24	5

New York State Electric & Gas
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Electric Operations Incremental Positions
Page 3 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	NYSEG	Electric T & D Operations	Line - Apprentice	18	50
2	NYSEG	Electric T & D Operations	Substation - Apprentice	5	5
3	NYSEG	Electric T & D Operations	Field Planning - Apprentice	3	3
4	NYSEG	Electric T & D Operations	P&C - Apprentice	2	2
5			Total Apprentices	28	60
6	NYSEG	Electric T & D Operations	Line	25	11
7	NYSEG	Electric T & D Operations	Line Supervisors		1
8	NYSEG	Electric T & D Operations	Field Planning Supervision	1	2
9	NYSEG	Electric T & D Operations	Field Planners	7	7
10	NYSEG	Electric T & D Operations	Schedulers and Data technicians		6
11	NYSEG	Electric T & D Operations	Hydro UCM		1
12	NYSEG	Electric T & D Operations	Substation UCM	16	
13	NYSEG	Electric T & D Operations	Emergency Preparedness		3
14	NYSEG	Electric T & D Operations	Stores personnell to handle increased matl	5	9
15	NYSEG	Electric T & D Operations	Engineers	4	
16	NYSEG	Electric T & D Operations	Distribution Operator ECC	4	
17	NYSEG	Electric T & D Operations	Transmission Operator ECC	4	
18			Total Non-Apprentices	66	40
19	Total Electric Ops (all incremental FTEs)			94	100

New York State Electric & Gas
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Gas Operations Incremental Positions
Page 4 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	NYSEG	Gas Operations	Additional Apprentices	4	-1
2			Total Apprentices	4	-1
3	NYSEG	Gas Operations	QA/QC Inspector		3.5
4	NYSEG	Gas Operations	Gas Operations Supervisor	3	2
5	NYSEG	Gas Engineering	Analyst - Gas Planning		1
6	NYSEG	Gas Engineering	Planning Engineer - Gas Planning	1	1
7	NYSEG	Gas Engineering	Supervisor - Gas Technical Services	1	
8	NYSEG	Gas Engineering	Engineer - Gas Technical Services	1	1.5
9	NYSEG	Gas Engineering	Rotational Engineers	1	1
10	NYSEG	Gas Engineering	Gas Field Planning Apprentices	4	2
11			Total Non-Apprentices	11	12
12			Total Gas Ops (all incremental FTEs)	15	11

New York State Electric & Gas
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Projects Incremental Positions
Page 5 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	NYSEG	Projects	Project Manager	6	2
2	NYSEG	Projects	Construction Manager	5	1
3	NYSEG	Projects	Engineer	10	6
4	NYSEG	Projects	Drafter/Designer	5	5
5	NYSEG	Projects	Lead Analyst SEQ Specialist	3	1
6	NYSEG	Projects	Lead Analyst Planning and Control	2	1
7	Total Projects (all incremental FTEs)			31	16

Note:

1) Project staffing allocated 90% to capital projects

New York State Electric & Gas
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
All Other Incremental Positions
Page 6 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	NYSEG	Asset Management & Planning	Supervisor - NWA	1	
2	NYSEG	Asset Management & Planning	Engineer - NWA	1	
3	NYSEG	Asset Management & Planning	Lead Analyst - NWA	1	
4	NYSEG	Asset Management & Planning	Engineer - Dist. Plng.	1	
5	NYSEG	Asset Management & Planning	Software Engineer	1	
6	NYSEG	Asset Management & Planning	Manager Transmission Planning	1	
7			Total Asset Mgmt & Plan (all incremental FTEs)	6	0
8	NYSEG	Process & Technology	Automation Project Engineer DSIP	1	
9	NYSEG	Process & Technology	Resiliency Plan (Engineers)	3	
10	NYSEG	Process & Technology	Manager Veg. Mgmt. 5 year cycle/resiliency		1
11			Total Process & Tech (all incremental FTEs)	4	1
12	NYSEG	Smart Grids	Smart Grids Analysts		8
13	NYSEG	Smart Grids	Smart Grids Analyst	0.5	
14	NYSEG	Smart Grids	EV Program Implementation Manager	0.7	
15	NYSEG	Smart Grids	EV Program Implementation Analyst	0.7	
16	NYSEG	Smart Grids	EV Program Planning Analyst	0.7	
17	NYSEG	Smart Grids	Project Manager		0.5
18	NYSEG	Smart Grids	Owners Engineer		0.5
19	NYSEG	Smart Grids	IT engineer		0.5
20	NYSEG	Smart Grids	CLM-DR engineer		0.5
21	NYSEG	Smart Grids	Project Manager		0.5
22			Total Projects (all incremental FTEs)	2.6	10.5

Rochester Gas and Electric
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Summary
Page 1 of 6

	A	B	C	D	C	E	F	G
	12/31/18 Actual	Fill Open Vacancies ¹	Incremental Hiring	3/31/20 Forecast	Incremental Hiring	3/31/21 Forecast	3/31/21 Forecast Breakdown	
							Electric Positions	Gas Positions
1	Asset Management & Planning	1	3	16	3	19	18	1
2	Customer Service	3	3	177	3	180	112	68
3	Electric T&D Operations	24	24	285	22	307	307	-
4	Energy Supply	-	-	2	-	2	1	1
5	Gas Operations	17	14	195	(4)	191	-	191
6	NY President's Office	-	-	8	-	8	5	3
7	Process & Technology	-	-	27	-	27	26	1
8	Projects ²	6	29	72	14	86	86	-
9	Regulatory	-	-	16	-	16	10	6
10	Smart Grids	-	2	13	8	21	13	8
11	Subtotal RG&E Networks FTEs	51	75	811	46	857	577	280
13	General Services	-	-	12	-	12	7	5
14	Health & Safety	-	-	1	-	1	1	0
15	Subtotal RG&E Corporate FTEs	-	-	13	-	13	8	5
16	Total RG&E FTEs Before Attrition Adjustment	51	75	824	46	870	585	285
17	Vacancy Adjustment			(37)		(39)	(26)	(13)
18	Total RG&E FTEs After Attrition Adjustment			787		831	559	272

Notes:

- 1) Detailed list of vacancies by position can be found in Revenue Requirement Panel Workpaper RC-RRP-2-WP-07, Schedule D 5
- 2) Project staffing allocated 90% to capital projects

**Rochester Gas and Electric
2019 Rate Case
Docket No:**

**Staffing Levels (Full Time Equivalents)
Customer Service Incremental Positions
Page 2 of 6**

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	RG&E	Customer Service	Energy Efficiency Order # 18-M-0084		1
2	RG&E	Customer Service	Energy Efficiency Order # 18-M-0084		2
3	RG&E	Customer Service	Energy Efficiency Order # 18-M-0084		1
4	RG&E	Customer Service	Backfill for Full Compliment (Regulatory)	1	
5	RG&E	Customer Service	Backfill for Full Compliment (Regulatory)	1	
6	RG&E	Customer Service	Backfill for Full Compliment (Regulatory)	1	
7	RG&E	Customer Service	AMI Implementation efficiencies		
8	RG&E	Customer Service	Remittance: Walk in office viability		-1
9	Total Customer Service (all incremental FTEs)			3	3

Rochester Gas and Electric
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Electric Operations Incremental Positions
Page 3 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	RG&E	Electric T & D Operations	Line - Apprentice	6	4
2	RG&E	Electric T & D Operations	Substation - Apprentice	2	2
3	RG&E	Electric T & D Operations	Field Planning - Apprentice	1	
4	RG&E	Electric T & D Operations	P&C - Apprentice	1	
5			Total Apprentices	10	6
6	RG&E	Electric T & D Operations	Line	3	4
7	RG&E	Electric T & D Operations	Line Supervisors		2
8	RG&E	Electric T & D Operations	Field Planners	3	3
9	RG&E	Electric T & D Operations	Schedulers and Data technicians		2
10	RG&E	Electric T & D Operations	Hydro Analyst	1	
11	RG&E	Electric T & D Operations	Hydro Director		1
12	RG&E	Electric T & D Operations	Emergency Preparedness		2
13	RG&E	Electric T & D Operations	Stores personnell to handle increased matl		2
14	RG&E	Electric T & D Operations	Engineers	3	
15	RG&E	Electric T & D Operations	System Operator - Dispatch & ECC	4	
16			Total Non-Apprentices	14	16
17			Total Electric Ops (all incremental FTEs)	24	22

Rochester Gas and Electric
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Gas Operations Incremental Positions
Page 4 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	RG&E	Gas Operations	Additional Gas Apprentices	6	-7
2			Total Apprentices	6	-7
3	RG&E	Gas Operations	QA/QC - 2010/2011 Management Audit		1.5
4	RG&E	Gas Operations	QA/QC - 2010/2011 Management Audit		1
5	RG&E	Gas Operations	Hiring to right size work plan	1	1
6	RG&E	Gas Engineering	Hiring to right size work plan	1	
7	RG&E	Gas Engineering	Hiring to right size work plan	1	
8	RG&E	Gas Engineering	Hiring to right size work plan	2.5	
9	RG&E	Gas Engineering	Hiring to right size work plan	2	
10			Total Non-Apprentices	7.5	3.5
11			Total Gas Ops (all incremental FTEs)	13.5	-3.5

Rochester Gas and Electric
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
Projects Incremental Positions
Page 5 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	RG&E	Projects	Project Manager	6	2
2	RG&E	Projects	Construction Manager	5	2
3	RG&E	Projects	Engineer	10	5
4	RG&E	Projects	Drafter/Designer	5	2
5	RG&E	Projects	Lead Analyst SEQ Specialist	2	2
6	RG&E	Projects	Lead Analyst Planning and Control	1	1
7	Total Projects (all incremental FTEs)			29	14

Note:

1) Project staffing allocated 90% to capital projects

Rochester Gas and Electric
2019 Rate Case
Docket No:

Staffing Levels (Full Time Equivalents)
All Other Incremental Positions
Page 6 of 6

	A	B	C	D	E
	OpCo	Area	Position	Interim	RY1
1	RG&E	Asset Management & Planning	Engineer - Dist. Plng.	1	
2	RG&E	Asset Management & Planning	Software Engineer	1	
3	RG&E	Asset Management & Planning	FP&A Lead Analyst - Investment Planning	1	
4	RG&E	Asset Management & Planning	Master Data Specialist		1
5	RG&E	Asset Management & Planning	Master Data Analyst		2
6			Total Asset Mgmt & Plan (all incremental FTEs)	3	3
7	RG&E	Smart Grids	GIS Mapping Analyst	1	1
8	RG&E	Smart Grids	Smart Grids Analysts		4
9	RG&E	Smart Grids	Smart Grids Analyst	0.5	
10	RG&E	Smart Grids	EV Program Implementation Manager	0.3	
11	RG&E	Smart Grids	EV Program Implementation Analyst	0.3	
12	RG&E	Smart Grids	EV Program Planning Analyst	0.3	
13	RG&E	Smart Grids	Project Manager		0.5
14	RG&E	Smart Grids	Owners Engineer		0.5
15	RG&E	Smart Grids	IT engineer		0.5
16	RG&E	Smart Grids	CLM-DR engineer		0.5
17	RG&E	Smart Grids	Project Manager		0.5
18			Total Projects (all incremental FTEs)	2.4	7.5

Aon C/BP - 1 Peer Group and Geographic Differentials for NYSEG & RG&E

RGE / NYSEG 2018 Competitive Analysis

Geographic Differentials between Peer Company Headquarters and RGE Headquarters (Rochester, NY) and NYSEG Headquarters (Binghamton, NY)

	General Industry	Utility Sector
RGE - Rochester, New York	97.9%	98.2%
NYSEG - Binghamton, New York	95.1%	95.4%

Non Utility Sector Comparators ¹	Primary US Headquarter Location ²		Primary Industry Sector ²	Annual Revenues ²	Worldwide EE Count ²	Geographic Differential ³	
	City	State				Rochester, NY (RGE)	Binghamton, NY (NYSEG)
Novartis Pharmaceutical Corporation	East Hanover	New Jersey	Pharmaceuticals	\$17,560,000,000	7,000	87.0%	84.4%
Merck & Co., Inc.	Kenilworth	New Jersey	Pharmaceuticals	\$42,294,000,000	69,000	87.0%	84.4%
Nokia Corporation	Murray Hill	New Jersey	Communications Equipment	\$7,528,100,000	103,000	87.0%	84.4%
Horizon Blue Cross Blue Shield of New Jersey	Newark	New Jersey	Financial Services: Insurance	--	--	87.0%	84.4%
Prudential Financial, Inc.	Newark	New Jersey	Financial Services: Insurance	\$62,992,000,000	50,492	87.0%	84.4%
The Dun and Bradstreet Corporation	Short Hills	New Jersey	Professional Services	\$1,742,500,000	4,900	87.0%	84.4%
Ricoh Americas Corporation	West Caldwell	New Jersey	Information Technology Services	\$4,510,300,000	25,000	87.0%	84.4%
Delaware North Companies, Inc.	Buffalo	New York	Hotels, Restaurants, and Leisure	\$3,200,000,000	55,000	103.8%	100.8%
Rich Products Corporation	Buffalo	New York	Food, Beverage, and Tobacco	\$3,800,000,000	--	103.8%	100.8%
Columbus McKinnon Corporation	Getzville	New York	Industrial Machinery	\$839,400,000	3,328	103.8%	100.8%
Cornell University	Ithaca	New York	Education	\$4,032,500,000	--	100.2%	97.4%
Paychex, Inc.	Rochester	New York	Information Technology Services	\$3,380,900,000	14,600	100.0%	97.1%
University of Rochester	Rochester	New York	Education	--	--	100.0%	97.1%
The Goodyear Tire & Rubber Company	Akron	Ohio	Automobile Components	\$15,475,000,000	64,000	103.4%	100.4%
TimkenSteel Corporation	Canton	Ohio	Metals and Mining	\$1,610,600,000	3,000	103.9%	100.9%
American Greetings Corporation	Cleveland	Ohio	Consumer Products	--	17,250	99.7%	96.9%
Eaton Corporation plc	Cleveland	Ohio	Electrical Equipment	\$21,609,000,000	99,000	99.7%	96.9%
KeyCorp	Cleveland	Ohio	Financial Services: Banking	\$6,178,000,000	18,180	99.7%	96.9%
Parker-Hannifin Corporation	Cleveland	Ohio	Industrial Machinery	\$14,302,400,000	57,170	99.7%	96.9%
The Sherwin-Williams Company	Cleveland	Ohio	Chemicals	\$17,534,000,000	53,368	99.7%	96.9%
The Progressive Corporation	Mayfield Village	Ohio	Financial Services: Insurance	\$31,979,000,000	37,346	99.7%	96.9%
Nordson Corporation	Westlake	Ohio	Industrial Machinery	\$2,254,700,000	7,600	99.7%	96.9%
Air Products and Chemicals, Inc.	Allentown	Pennsylvania	Chemicals	\$8,930,200,000	16,150	99.5%	96.7%
Lehigh University	Bethlehem	Pennsylvania	Education	--	--	99.5%	96.7%
Unisys Corporation	Blue Bell	Pennsylvania	Information Technology Services	\$2,825,000,000	21,700	92.2%	89.6%
Mylan N.V.	Canonsburg	Pennsylvania	Pharmaceutical	\$11,433,900,000	35,000	101.0%	98.1%
Armstrong World Industries, Inc.	Lancaster	Pennsylvania	Building Products	\$975,300,000	2,200	101.3%	98.4%
Arconic Inc.	Pittsburgh	Pennsylvania	Aerospace & Defense	\$14,014,000,000	43,000	101.0%	98.1%
Carnegie Mellon University	Pittsburgh	Pennsylvania	Education	--	--	101.0%	98.1%
Highmark Inc.	Pittsburgh	Pennsylvania	Financial Services: Insurance	--	20,000	101.0%	98.1%
Kennametal Inc.	Pittsburgh	Pennsylvania	Industrial Machinery	\$2,367,900,000	10,500	101.0%	98.1%

Utility Sector Comparators ⁴	Primary US Headquarter Location ²		Primary Industry Sector ²	Annual Revenues ²	Worldwide EE Count ²	Geographic Differential ³	
	City	State				Rochester, NY (RGE)	Binghamton, NY (NYSEG)
Edison International	Rosemead	California	Electric Utility	\$12,657,000,000	12,574	87.7%	85.2%
Pacific Gas & Electric Company	San Francisco	California	Electric Utility	\$16,760,000,000	23,987	78.8%	76.5%
NextEra Energy, Inc.	Juno Beach	Florida	Electric Utility	\$16,727,000,000	14,300	100.0%	97.2%
The Southern Company	Atlanta	Georgia	Electric Utility	\$23,495,000,000	30,286	100.8%	97.9%
Hawaiian Electric Industries, Inc.	Honolulu	Hawaii	Electric Utility	\$2,860,800,000	3,898	95.2%	92.4%
Exelon Corporation	Chicago	Illinois	Electric Utility	\$35,985,000,000	33,383	93.2%	90.5%
NiSource Inc.	Merrillville	Indiana	Multi Utility	\$5,114,500,000	8,087	99.6%	96.8%
Entergy Corporation	New Orleans	Louisiana	Electric Utility	\$11,009,500,000	13,688	100.0%	97.1%
Cleco Corporate Holdings, Inc.	Pineville	Louisiana	Electric Utility	\$1,231,000,000	1,212	112.0%	108.8%
Eversource Energy	Springfield	Massachusetts	Electric Utility	\$8,448,200,000	7,998	95.0%	92.2%
CMS Energy Corporation	Jackson	Michigan	Multi Utility	\$6,873,000,000	7,990	94.5%	91.8%
Associated Electric Cooperative Inc.	Springfield	Missouri	Renewable Energy	--	651	102.9%	99.9%
Ameren Corporation	St. Louis	Missouri	Multi Utility	\$6,291,000,000	8,838	100.8%	97.9%
Southwest Gas Corporation	Las Vegas	Nevada	Gas Utility	\$2,880,000,000	8,632	95.4%	92.7%
Public Service Enterprise Group, Inc.	Newark	New Jersey	Multi Utility	\$9,696,000,000	13,145	87.0%	84.4%
PNM Resources, Inc.	Albuquerque	New Mexico	Electric Utility	\$1,436,000,000	1,692	106.2%	103.2%
Consolidated Edison Company of New York, Inc.	New York	New York	Multi Utility	\$12,337,000,000	15,307	82.0%	79.7%
Duke Energy Corporation	Charlotte	North Carolina	Electric Utility	\$24,521,000,000	30,083	101.3%	98.4%
FirstEnergy Corporation	Akron	Ohio	Electric Utility	\$11,261,000,000	12,494	103.4%	100.4%
American Electric Power Company, Inc.	Columbus	Ohio	Electric Utility	\$16,195,700,000	17,582	100.6%	97.7%
OGE Energy Corporation	Oklahoma City	Oklahoma	Electric Utility	\$2,270,300,000	2,292	104.6%	101.6%
ONEOK Inc.	Tulsa	Oklahoma	Oil/Gas Storage	\$12,593,200,000	2,684	103.6%	100.7%
Northwest Natural Gas Company	Portland	Oregon	Gas Utility	\$706,100,000	1,198	94.9%	92.2%
Duquesne Light Holdings, Inc.	Pittsburgh	Pennsylvania	Electric Utility	--	1,400	101.0%	98.1%
SCANA Corporation	Columbia	South Carolina	Multi Utility	\$4,052,000,000	5,200	105.7%	102.6%
Tennessee Valley Authority	Knoxville	Tennessee	Independent Power Producer	\$11,233,000,000	10,023	108.5%	105.4%
Atmos Energy Corporation	Dallas	Texas	Gas Utility	\$3,115,500,000	4,628	99.9%	97.0%
Oncor Electric Delivery Company LLC	Dallas	Texas	Electric Utility	\$4,101,000,000	4,015	99.9%	97.0%
Pedernales Electric Cooperative, Inc.	Johnson City	Texas	Electric Utility	--	697	100.7%	97.8%
AES Corporation	Arlington	Virginia	Independent Power Producer	\$10,736,000,000	10,500	89.4%	86.8%
Dominion Energy, Inc.	Richmond	Virginia	Multi Utility	\$13,366,000,000	21,300	99.0%	96.1%
Chelan County Public Utility District	Wenatchee	Washington	Renewable Energy	--	671	100.1%	97.3%

¹ Represents organizations where consistent submissions of employee compensation and benefit data were provided to the Willis Towers Waton and Aon databases, regardless of industry sector. In addition, the primary US headquarters of the identified organizations are approximately with 300 miles of the Rochester / Binghamton area.

² Per Standard & Poors CapitalIQ.

³ Per Salary.com Cost of Labor Analyzer. Represents the estimated differential in compensation levels between the comparator organization headquarters and Rochester NY / Binghamton NY

⁴ Represents utility sector organizations where consistent submissions of employee compensation and benefit data were provided to the Willis Towers Waton and Aon databases, regardless of distance between the primary US headquarters of the identified organizations and the Rochester / Binghamton area.

Aon C/BP - 2 Benefit Index Results for NYSEG & RG&E

RGE / NYSEG 2018 Competitive Analysis

Blended Peer Group	NYSEG Non-union Employee Benefits vs Blended Peers	RGE Non-union Employee Benefits vs Blended Peers
All Benefits	105.4	106.4
All Retiree Benefits ¹	113.4	113.4
All Active Health and Welfare Benefits ²	99.2	101.7
All Time Off With Pay ³	106.6	106.6

¹ All Retiree Benefits includes retirement (non-matching and matched savings), retiree healthcare and life insurance.

² All Active Health and Welfare Benefits includes active life insurance, short and long-term disability, active health, dental and vision.

³ All Time Off With Pay includes holidays, vacations and PTO banks, and parental leave.

Aon C/BP – 3 Census for NYSEG & RG&E

RGE / NYSEG 2018
Competitive Analysis

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Reliability Reporting	AM&P Electric System Eng B	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
G1	Supervisor - Reliability Reporting	AM&P Electric System Eng B	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
F	Engineer - System Planning	AM&P Electric System Planning B	NYSEG	Benchmark Data Available	WTW	AZE530_P2	AZE530	P2 (Intermediate)	Electric System/Grid Planning Engineering_Intermediate (Professional)	Takes responsibility for regional transmission system planning, including load/zone planning and baseline reliability planning, to ensure reliable operation under various operating scenarios in compliance with regulatory planning standards and guidelines Interfaces with load-serving entities, generation entities, regulatory agencies, regional reliability councils, and other transmission providers to obtain necessary inputs into the planning process Identifies and documents recurring system operation conditions and trends (e.g., low voltage, unusual flows) requiring planning attention Assesses the capabilities of the regional transmission system and its compliance with the planning criteria Conducts load saturation studies to determine the long-range substation needs in the service territory Conducts power flow studies, builds power flow models, and prepares economic analyses to develop short- and long-term transmission system plans Develops expansion plans for the regional transmission system and distribution substations Provides technical support to licensing and certification proceedings related to new transmission lines and distribution substation sites May represent the organization at Regional Transmission Councils and/or Regional Transmission Organizations
G1	Lead Engineer - Electric System Planning	AM&P Electric System Planning B	NYSEG	Benchmark Data Available	WTW	AZE530_P3	AZE530	P3 (Career)	Electric System/Grid Planning Engineering_Career (Professional)	Takes responsibility for regional transmission system planning, including load/zone planning and baseline reliability planning, to ensure reliable operation under various operating scenarios in compliance with regulatory planning standards and guidelines Interfaces with load-serving entities, generation entities, regulatory agencies, regional reliability councils, and other transmission providers to obtain necessary inputs into the planning process Identifies and documents recurring system operation conditions and trends (e.g., low voltage, unusual flows) requiring planning attention Assesses the capabilities of the regional transmission system and its compliance with the planning criteria Conducts load saturation studies to determine the long-range substation needs in the service territory Conducts power flow studies, builds power flow models, and prepares economic analyses to develop short- and long-term transmission system plans Develops expansion plans for the regional transmission system and distribution substations Provides technical support to licensing and certification proceedings related to new transmission lines and distribution substation sites May represent the organization at Regional Transmission Councils and/or Regional Transmission Organizations
F	Lead Analyst - Asset Management	Asset Management	NYSEG	Benchmark Data Available	WTW	AZE540_P3	AZE540	P3 (Career)	Electric Transmission Asset Planning and Operations Engineering_Career (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
I	Manager - Asset Management	Asset Management	NYSEG	Benchmark Data Available	WTW	AZE540_M2	AZE540	M2 (Manager)	Electric Transmission Asset Planning and Operations Engineering_Manager (Supervisory/Management)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
G	Supervisor - Construction & Maintenance	Auburn Const. & Maint. - Gas A	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
E	Analyst - Billing & Risk Management	Billing & Risk Management A	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P2	AE0510	P2 (Intermediate)	Bulk Power Market Settlements_Intermediate (P2)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement
E	Analyst - Billing & Risk Management	Billing & Risk Management A	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P2	AE0510	P2 (Intermediate)	Bulk Power Market Settlements_Intermediate (P2)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Billing & Risk Management	Billing & Risk Management A	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P3	AE0510	P3 (Career)	Bulk Power Market Settlements_Career (P3)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement
F	Lead Analyst - Billing & Risk Management	Billing & Risk Management A	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P3	AE0510	P3 (Career)	Bulk Power Market Settlements_Career (P3)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement
H	Manager - Billing & Risk Management	Billing & Risk Management A	NYSEG	Benchmark Data Available	WTW	AFY000_M2	AFY000	M2 (Manager)	Risk Management Generalist/Multidiscipline_Manager (Supervisory/Management)	Identifies and analyzes potential sources of loss to minimize risk Estimates the potential financial consequences of an occurring loss Develops and implements controls and cost-effective approaches to minimize the organization's risks Assesses and communicates information regarding business risks with functions across the organization
E	Analyst - Billing & Risk Management	Billing & Risk Management B	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P2	AE0510	P2 (Intermediate)	Bulk Power Market Settlements_Intermediate (P2)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Billing & Risk Management	Billing & Risk Management B	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P2	AE0510	P2 (Intermediate)	Bulk Power Market Settlements_Intermediate (P2)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement
F	Lead Analyst - Billing & Risk Management	Billing & Risk Management B	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P3	AE0510	P3 (Career)	Bulk Power Market Settlements_Career (P3)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement
F	Lead Analyst - Billing & Risk Management	Billing & Risk Management B	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P3	AE0510	P3 (Career)	Bulk Power Market Settlements_Career (P3)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement
F	Lead Analyst - Billing & Risk Management	Billing & Risk Management B	NYSEG	Insufficient Benchmark Data	WTW	AE0510_P3	AE0510	P3 (Career)	Bulk Power Market Settlements_Career (P3)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Billing & Risk Management	Billing & Risk Management B	NYSEG	Insufficient Benchmark Data	WTW	AFY000_M1	AFY000	M1 (Supervisor)	Risk Management Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Identifies and analyzes potential sources of loss to minimize risk Estimates the potential financial consequences of an occurring loss Develops and implements controls and cost-effective approaches to minimize the organization's risks Assesses and communicates information regarding business risks with functions across the organization
G	Supervisor - Construction & Maintenance	Binghamton Const. & Maint. - Gas A	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Binghamton Const. & Maint. - Gas B	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Substation Operations	Binghamton Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
G	Supervisor - Substation Operations	Brewster Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
H	Sr BI Architect - CCS Business Support	Business Support & Solutions	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
I	Manager - Business Support & Solutions	Business Support & Solutions	NYSEG	Benchmark Data Available	WTW	AID000_M2	AID000	M2 (Manager)	IT Development Generalist/Multidiscipline-Manager (Supervisory/Management)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
E	Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	Benchmark Data Available	WTW	AID000_P2	AID000	P2 (Intermediate)	IT Development Generalist/Multidiscipline_Intermediate (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
E	Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	Benchmark Data Available	WTW	AID000_P2	AID000	P2 (Intermediate)	IT Development Generalist/Multidiscipline_Intermediate (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
E	Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	Benchmark Data Available	WTW	AID000_P2	AID000	P2 (Intermediate)	IT Development Generalist/Multidiscipline_Intermediate (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Lead Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	Benchmark Data Available	WTW	AID000_P3	AID000	P3 (Career)	IT Development Generalist/Multidiscipline_Career (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
G	Lead Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	Benchmark Data Available	WTW	AID000_P3	AID000	P3 (Career)	IT Development Generalist/Multidiscipline_Career (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
G	Lead Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	Benchmark Data Available	WTW	AID000_P3	AID000	P3 (Career)	IT Development Generalist/Multidiscipline_Career (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
G	Supervisor - Business Support & Solutions	Business Support & Solutions I	NYSEG	Benchmark Data Available	WTW	AID000_M1	AID000	M1 (Supervisor)	IT Development Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
E	Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	Benchmark Data Available	WTW	AID000_P2	AID000	P2 (Intermediate)	IT Development Generalist/Multidiscipline_Intermediate (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
E	Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	Benchmark Data Available	WTW	AID000_P2	AID000	P2 (Intermediate)	IT Development Generalist/Multidiscipline_Intermediate (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
G	Lead Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	Benchmark Data Available	WTW	AID000_P3	AID000	P3 (Career)	IT Development Generalist/Multidiscipline_Career (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
G	Lead Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	Benchmark Data Available	WTW	AID000_P3	AID000	P3 (Career)	IT Development Generalist/Multidiscipline_Career (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
G	Lead Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	Benchmark Data Available	WTW	AID000_P3	AID000	P3 (Career)	IT Development Generalist/Multidiscipline_Career (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Business Support & Solutions	Business Support & Solutions II	NYSEG	Benchmark Data Available	WTW	AID000_M1	AID000	M1 (Supervisor)	IT Development Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
I	Manager - Delivery Programs & Products	CBS&Sales	NYSEG	Benchmark Data Available	WTW	AMS000_M2	AMS000	M2 (Manager)	Customer Support/Operations Generalist/Multidiscipline_Manager (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
I	Manager - Regional Operations	Const. & Maint. - Gas Central	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I	Manager - Regional Operations	Const. & Maint. - Gas East	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I	Manager - Regional Operations	Const. & Maint. - Gas Rochester	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I	Manager - Regional Operations	Const. & Maint. - Gas West	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec West A	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec West B	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec West C	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec West E	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. B	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. C	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central A	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central B	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central C	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central D	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central E	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. D	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. E	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East A	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East B	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East C	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East D	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East F	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East G	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East I	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. F	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. G	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. H	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. I	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West F	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West G	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West H	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West I	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West J	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Z	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Customer Advocate	Credit & Collections	NYSEG	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
E	Analyst - Credit & Collections	Credit & Collections - NYSEG	NYSEG	Insufficient Benchmark Data	WTW	AFC020_P2	AFC020	P2 (Intermediate)	Collections_Intermediate (Professional)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
F	Supervisor - Credit & Collections	Credit & Collections - NYSEG	NYSEG	Benchmark Data Available	WTW	AMS040_M1	AMS040	M1 (Supervisor)	Customer Billing Resolution_Supervisor (Supervisory/Management)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
E	Analyst - Credit & Collections	CUC Credit & Collections	NYSEG	Insufficient Benchmark Data	WTW	AFC020_P2	AFC020	P2 (Intermediate)	Collections_Intermediate (Professional)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
E	Lead Analyst - Credit & Collections	CUC Credit & Collections	NYSEG	Benchmark Data Available	WTW	AFC000_P3	AFC000	P3 (Career)	Credit and Collections Generalist/Multidiscipline_Career (Professional)	Minimizes financial risk to the organization by assessing and advising on creditworthiness of prospective and existing customers Investigates credit applications and approves applications within established guidelines for companies and individuals Liaises with corporate customers and other departments to resolve credit problems May collect and negotiate terms of payment on overdue accounts Responsibilities are within the Credit and Collections Function as a generalist or in a combination of Disciplines
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Supervisor - Credit & Collections	Customer Advocate - NYSEG and RGE B	NYSEG	Benchmark Data Available	WTW	AMS040_M1	AMS040	M1 (Supervisor)	Customer Billing Resolution_Supervisor (Supervisory/Management)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
G	Supervisor - Customer Billing	Customer Billing - NYSEG Team A	NYSEG	Insufficient Benchmark Data	WTW	AMS090_M1	AMS090	M1 (Supervisor)	Customer Contact Center Training/Coaching_Supervisor (Supervisory/Management)	Provides training and development for contact center staff through continual review, feedback and on-the-job development Listens to recorded and/or real-time calls to evaluate the contact center staff's skills in dealing with customers, as well as the accuracy and effectiveness of information or advice provided to customers May act as "floorwalkers" to give immediate assistance to contact center staff regarding customer inquiries which they are unable to answer
E	Analyst - Customer Billing	Customer Billing - NYSEG Team B	NYSEG	Benchmark Data Available	WTW	AMS030_P2	AMS030	P2 (Intermediate)	High Volume Customer Billing_Intermediate (Professional)	Prepares, generates, prints, records and mails customer bills for monthly services, such as energy and telecommunications, using an automated high volume billing system Ensures that the automated billing system is operated and maintained in a manner that efficiently produces accurate bills Prepares daily, monthly and other periodic billing summary reports and financial statements Maintains, monitors and analyzes account records
E	Analyst - Customer Billing	Customer Billing - NYSEG Team B	NYSEG	Benchmark Data Available	WTW	AMS030_P2	AMS030	P2 (Intermediate)	High Volume Customer Billing_Intermediate (Professional)	Prepares, generates, prints, records and mails customer bills for monthly services, such as energy and telecommunications, using an automated high volume billing system Ensures that the automated billing system is operated and maintained in a manner that efficiently produces accurate bills Prepares daily, monthly and other periodic billing summary reports and financial statements Maintains, monitors and analyzes account records
E	Analyst - Customer Billing	Customer Billing - NYSEG Team B	NYSEG	Benchmark Data Available	WTW	AMS030_P2	AMS030	P2 (Intermediate)	High Volume Customer Billing_Intermediate (Professional)	Prepares, generates, prints, records and mails customer bills for monthly services, such as energy and telecommunications, using an automated high volume billing system Ensures that the automated billing system is operated and maintained in a manner that efficiently produces accurate bills Prepares daily, monthly and other periodic billing summary reports and financial statements Maintains, monitors and analyzes account records
I	Manager - Customer Relations Center	Customer Relations Center - NYSEG	NYSEG	Benchmark Data Available	WTW	AMS020_M2	AMS020	M2 (Manager)	Customer Contact Center Generalist/Multidiscipline_Manager (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team B	NYSEG	Benchmark Data Available	WTW	AMS020_M1	AMS020	M1 (Supervisor)	Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team C	NYSEG	Benchmark Data Available	WTW	AMS020_M1	AMS020	M1 (Supervisor)	Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team E	NYSEG	Benchmark Data Available	WTW	AMS020_M1	AMS020	M1 (Supervisor)	Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team G	NYSEG	Benchmark Data Available	WTW	AMS020_M1	AMS020	M1 (Supervisor)	Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team I	NYSEG	Benchmark Data Available	WTW	AMS020_M1	AMS020	M1 (Supervisor)	Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Performance & Budgets	Customer Service Budgets and Compliance	NYSEG	Benchmark Data Available	WTW	AFT020_P3	AFT020	P3 (Career)	Cost Accounting - Senior Professional (P3)	Compiles and reviews the budgets for corporate departments, taking into consideration actual performance, previous expenditures, and estimated expenses and income Maintains accurate spending records and establishes measures for budgetary control
I	Manager - Compliance & Budgeting	Customer Service Budgets and Compliance	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
E	Analyst - Customer Satisfaction	Customer Service Quality	NYSEG	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
H	Manager - Programs & Projects ECC	Dispatch & ECC CMP A	NYSEG	Insufficient Benchmark Data	WTW	APM530_M1	APM530	M1 (Supervisor)	Electric Transmission and/or Distribution Project Management_Supervisor (Supervisory/Management)	Takes responsibility for projects involving transmission systems that carry high-power (typically above 34.5 KV) electricity from generating plants to substations and/or distribution systems that carry electricity (typically 34.5 KV and below) from substations to final consumers Typical projects include substation construction, generator interconnection, new transmission line construction, rebuilding and replacing switching equipment, breakers, transformers, GSUs (generator step-up transformers), or rebuilding and installing new transmission lines
G	Lead Engineer - Dispatch & ECC	Dispatch & ECC E	NYSEG	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
G	Lead Engineer - Dispatch & ECC	Dispatch & ECC E	NYSEG	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
G	Lead Engineer - Dispatch & ECC	Dispatch & ECC E	NYSEG	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
G	Lead Engineer - Dispatch & ECC	Dispatch & ECC E	NYSEG	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Supervisor - Dispatch & ECC	Dispatch & ECC E	NYSEG	Insufficient Benchmark Data	WTW	AZE130_M2	AZE130	M2 (Manager)	Computer Control Systems Electronics Engineering-Manager (Supervisory/Management)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
H	Supervisor - Dispatch & ECC	Dispatch & ECC F	NYSEG	Insufficient Benchmark Data	WTW	AZE130_M2	AZE130	M2 (Manager)	Computer Control Systems Electronics Engineering-Manager (Supervisory/Management)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
H	Supervisor - Transmission System Ops	Dispatch & ECC F	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)
H	Supervisor - Transmission System Ops	Dispatch & ECC J	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Supervisor - Transmission System Ops	Dispatch & ECC K	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)
H	Supervisor - Transmission System Ops	Dispatch & ECC L	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)
H	Supervisor - Transmission System Ops	Dispatch & ECC N	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Supervisor - Transmission System Ops	Dispatch & ECC O	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)
H	Supervisor - Transmission System Ops	Dispatch & ECC P	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)
H	Supervisor - Transmission System Ops	Dispatch & ECC Q	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Supervisor - Transmission System Oper	Dispatch & ECC R	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)
H	Supervisor - Transmission System Ops	Dispatch & ECC S	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)
H	Supervisor - Transmission System Ops	Dispatch & ECC T	NYSEG	Benchmark Data Available	WTW	ETM000_M2	ETM000	M2 (Manager)	Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)	Constructs, removes and maintains electric transmission facilities and equipment, including cables, transformers, towers and other associated devices within transmission guidelines established by the transmission planning function to meet system requirements as a generalist or in a combination of Disciplines in the Electric Transmission Construction and/or Maintenance Function Ensures reliable performance of all transmission lines by effective design and selection of transmission line equipment based on life cycle costs, reliability and guidelines established by transmission planning to meet system requirements Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric transmission facilities; secures transmission line construction and/or modification documentation; coordinates with surrounding transmission organizations to integrate activities into the overall power grid May coordinate loading, unloading, transporting and relocating large power equipment and scheduling and/or procuring rental and shared equipment (e.g., cranes, trucks, track equipment, oil processing trailers, mobile power equipment)
F	Engineer - Gas Engineering	E&D Gas Engineering - West A	NYSEG	Benchmark Data Available	WTW	AZE573_P2	AZE573	P2 (Intermediate)	Gas Distribution Engineering_Intermediate (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
H1	Manager - Gas Engineering	E&D Gas Engineering A	NYSEG	Benchmark Data Available	WTW	AZE573_M2	AZE573	M2 (Manager)	Gas Distribution Engineering_Manager (Supervisory/Management)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Gas Engineering	E&D Gas Engineering B	NYSEG	Insufficient Benchmark Data	WTW	AZT571_P2	AZE571	P2 (Intermediate)	Gas Transmission and/or Distribution Technical Specialty_Intermediate (Professional)	Provides expert technical support for gas transmission systems that transport natural gas by pipeline, including incidental storage and/or gas distribution systems that transport natural gas to the final consumer by pipeline Focuses on pipeline and compressor systems for natural gas transmission and/or distribution, including activities such as installing and/or inspecting rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
F	Engineer - Gas Engineering	E&D Gas Engineering B	NYSEG	Benchmark Data Available	WTW	AZE573_P2	AZE573	P2 (Intermediate)	Gas Distribution Engineering_Intermediate (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G1	Lead Engineer - Gas Engineering	E&D Gas Engineering B	NYSEG	Benchmark Data Available	WTW	AZE573_P3	AZE573	P3 (Career)	Gas Distribution Engineering_Career (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
F	Engineer - Gas Engineering	E&D Gas Engineering C	NYSEG	Benchmark Data Available	WTW	AZE573_P2	AZE573	P2 (Intermediate)	Gas Distribution Engineering_Intermediate (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
F	Engineer - Gas Engineering	E&D Gas Engineering C	NYSEG	Benchmark Data Available	WTW	AZE573_P2	AZE573	P2 (Intermediate)	Gas Distribution Engineering_Intermediate (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
F	Lead Analyst - Programs	E&D Gas Engineering C	NYSEG	Benchmark Data Available	WTW	EDD000_P3	EDD000	P3 (Career)	Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
H1	Principal Engineer - Gas Eng Tech Serv	E&D Gas Engineering C	NYSEG	Insufficient Benchmark Data	WTW	AZE573_P4	AZE573	P4 (Specialist)	Gas Distribution Engineering_Specialist (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
H1	Supervisor - Gas Engineering	E&D Gas Engineering D	NYSEG	Insufficient Benchmark Data	WTW	AZE573_P4	AZE573	P4 (Specialist)	Gas Distribution Engineering_Specialist (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
H1	Supervisor - Gas Engineering	E&D Gas Field Planning - East A	NYSEG	Insufficient Benchmark Data	WTW	AZE573_P4	AZE573	P4 (Specialist)	Gas Distribution Engineering_Specialist (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
H1	Supervisor - Field Planning	E&D Gas Field Planning - West A	NYSEG	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
H1	Supervisor - Gas Engineering	E&D Gas Field Planning - West B	NYSEG	Insufficient Benchmark Data	WTW	AZE573_P4	AZE573	P4 (Specialist)	Gas Distribution Engineering_Specialist (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Manager - Quality Projects	E&D Gas Project & Programs	NYSEG	Benchmark Data Available	WTW	AQY000_M2	AQY000	M2 (Manager)	Quality Assurance Methods Generalist/Multidiscipline_Manager (Supervisory/Management)	Develops policies, procedures and methods to evaluate and improve the quality of products, materials, components and/or operations Develops, assures and maintains the quality of products and processes, including standard procedures (e.g., ISO 9001 2000, ISO 14000 family of standards), quality audits/review, Taguchi methods, process reengineering, etc. Responsibilities are within the Quality Assurance Methods Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	E&D MGP Projects	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	E&D MGP Projects	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Manager - Environmental Programs/Project	EHS Compliance	NYSEG	Benchmark Data Available	WTW	AHS020_M2	AHS020	M2 (Manager)	Environmental Remediation_Manager (Supervisory/Management)	Ensures that sites contaminated with hazardous waste and production by-products are cleaned up in accordance with government regulations Takes responsibility for site investigations, operation of treatment systems and soil/groundwater sampling Plans, develops and executes remediation project(s) using appropriate methods, technologies and personal protective equipment to minimize the potential for catastrophic releases of, or exposure to, toxic, reactive, flammable or explosive chemicals during the remediation Determines which neutralization and/or cleaning agents are used and their methods of application and containment Collects, handles and contains waste from decontamination processes; may be responsible for waste repositories (e.g., landfills)
G	Manager - Programs/Projects	EHS Compliance	NYSEG	Insufficient Benchmark Data	WTW	APM032_P3	APM032	P3 (Career)	Engineering Project Design_Career (Professional)	Plans and designs a broad range of engineering projects in collaboration with internal and/or external stakeholders Defines project concept, scope, technical requirements and specifications Assists clients to plan for project execution and resolves related technical problems
H	Manager - Environmental Compliance	EHS Compliance	NYSEG	Benchmark Data Available	WTW	AHS020_M2	AHS020	M2 (Manager)	Environmental Remediation_Manager (Supervisory/Management)	Ensures that sites contaminated with hazardous waste and production by-products are cleaned up in accordance with government regulations Takes responsibility for site investigations, operation of treatment systems and soil/groundwater sampling Plans, develops and executes remediation project(s) using appropriate methods, technologies and personal protective equipment to minimize the potential for catastrophic releases of, or exposure to, toxic, reactive, flammable or explosive chemicals during the remediation Determines which neutralization and/or cleaning agents are used and their methods of application and containment Collects, handles and contains waste from decontamination processes; may be responsible for waste repositories (e.g., landfills)
G1	Lead Engineer - Electric System Eng	EHS Compliance Projects	NYSEG	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Manager - Projects Unit	EHS Compliance Projects	NYSEG	Benchmark Data Available	WTW	APM530_M2	APM530	M2 (Manager)	Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)	Takes responsibility for projects involving transmission systems that carry high-power (typically above 34.5 KV) electricity from generating plants to substations and/or distribution systems that carry electricity (typically 34.5 KV and below) from substations to final consumers Typical projects include substation construction, generator interconnection, new transmission line construction, rebuilding and replacing switching equipment, breakers, transformers, GSUs (generator step-up transformers), or rebuilding and installing new transmission lines
J	Director - Electric Distribution	Electric Distribution NY	NYSEG	Benchmark Data Available	WTW	EDD000_M3	EDD000	M3 (Senior Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Senior Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I1	Manager - Distribution Planning	Electric Distribution Planning	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
E	Associate Engineer-Distribution Planning	Electric Distribution Planning NY	NYSEG	Benchmark Data Available	WTW	AZE543_P2	AZE543	P2 (Intermediate)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
E	Associate Engineer-Distribution Planning	Electric Distribution Planning NY	NYSEG	Benchmark Data Available	WTW	AZE543_P2	AZE543	P2 (Intermediate)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
E	Associate Engineer-Distribution Planning	Electric Distribution Planning NY	NYSEG	Benchmark Data Available	WTW	AZE543_P2	AZE543	P2 (Intermediate)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
E	Associate Engineer-Distribution Planning	Electric Distribution Planning NY	NYSEG	Benchmark Data Available	WTW	AZE543_P2	AZE543	P2 (Intermediate)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
F	Engineer - Distribution Planning	Electric Distribution Planning NY	NYSEG	Benchmark Data Available	WTW	AZE543_P3	AZE543	P3 (Career)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
G1	Lead Engineer - Distribution Planning	Electric Distribution Planning NY	NYSEG	Benchmark Data Available	WTW	AZE543_P4	AZE543	P4 (Specialist)	Electric Distribution Engineering_Specialist (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
H1	Supervisor - Distribution Planning	Electric Distribution Planning NY	NYSEG	Benchmark Data Available	WTW	AZE530_P4	AZE530	P4 (Specialist)	Electric System/Grid Planning Engineering_Specialist (Professional)	Takes responsibility for regional transmission system planning, including load/zone planning and baseline reliability planning, to ensure reliable operation under various operating scenarios in compliance with regulatory planning standards and guidelines Interfaces with load-serving entities, generation entities, regulatory agencies, regional reliability councils, and other transmission providers to obtain necessary inputs into the planning process Identifies and documents recurring system operation conditions and trends (e.g., low voltage, unusual flows) requiring planning attention Assesses the capabilities of the regional transmission system and its compliance with the planning criteria Conducts load saturation studies to determine the long-range substation needs in the service territory Conducts power flow studies, builds power flow models, and prepares economic analyses to develop short- and long-term transmission system plans Develops expansion plans for the regional transmission system and distribution substations Provides technical support to licensing and certification proceedings related to new transmission lines and distribution substation sites May represent the organization at Regional Transmission Councils and/or Regional Transmission Organizations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst-Electric Supplier Services	Electric Supplier Services	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst-Electric Supplier Services	Electric Supplier Services	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
H	Manager - Electric Supplier Services	Electric Supplier Services	NYSEG	Benchmark Data Available	WTW	ETO000_M2	ETO000	M2 (Manager)	Electric Transmission Operations Generalist/Multidiscipline_Manager (Supervisory/Management)	Operates a safe, reliable, stable and economic electric transmission system round-the-clock operation as a generalist or in a combination of Disciplines in the Electric Transmission Operations Function Ensures the electric transmission system meets demand while maintaining system parameters such as frequency, line flows and transmission-level voltage within prescribed limits Acts promptly to return the system to a stable state when voltage and/or frequency excursions occur Maintains real-time compliance with reliability standards set by regulatory authorities
E	Analyst - Electric Supply	Electric Supply A	NYSEG	Insufficient Benchmark Data	WTW	EFS000_P2	EFS000	P2 (Intermediate)	Energy Supply Generalist/Multidiscipline_Intermediate (Professional)	Plans and secures adequate supplies of one or more energy commodities to meet the organization's needs Develops long-term supply agreements, which may include transportation and storage arrangements Ensures all contracts and transactions are conducted within prescribed legal policies and procedures and works closely with other functions to determine pricing and terms of new contracts Negotiates purchase contracts Develops forecasts of needed supply, transportation requirements and available storage Manages relationships with suppliers Administers and monitors existing purchase and sale contracts Identifies new long-term supply opportunities and assists in determining prices and contract terms for profitable transactions in conjunction with the energy marketing and trading group
F	Lead Analyst - Electric Supply	Electric Supply A	NYSEG	Benchmark Data Available	WTW	EFS000_P3	EFS000	P3 (Career)	Energy Supply Generalist/Multidiscipline_Career (Professional)	Plans and secures adequate supplies of one or more energy commodities to meet the organization's needs Develops long-term supply agreements, which may include transportation and storage arrangements Ensures all contracts and transactions are conducted within prescribed legal policies and procedures and works closely with other functions to determine pricing and terms of new contracts Negotiates purchase contracts Develops forecasts of needed supply, transportation requirements and available storage Manages relationships with suppliers Administers and monitors existing purchase and sale contracts Identifies new long-term supply opportunities and assists in determining prices and contract terms for profitable transactions in conjunction with the energy marketing and trading group

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Electric Supply	Electric Supply A	NYSEG	Benchmark Data Available	WTW	EFS000_P3	EFS000	P3 (Career)	Energy Supply Generalist/Multidiscipline_Career (Professional)	Plans and secures adequate supplies of one or more energy commodities to meet the organization's needs Develops long-term supply agreements, which may include transportation and storage arrangements Ensures all contracts and transactions are conducted within prescribed legal policies and procedures and works closely with other functions to determine pricing and terms of new contracts Negotiates purchase contracts Develops forecasts of needed supply, transportation requirements and available storage Manages relationships with suppliers Administers and monitors existing purchase and sale contracts Identifies new long-term supply opportunities and assists in determining prices and contract terms for profitable transactions in conjunction with the energy marketing and trading group
F	Lead Analyst - ISO Issues	Electric Supply A	NYSEG	Benchmark Data Available	WTW	EFS000_P3	EFS000	P3 (Career)	Energy Supply Generalist/Multidiscipline_Career (Professional)	Plans and secures adequate supplies of one or more energy commodities to meet the organization's needs Develops long-term supply agreements, which may include transportation and storage arrangements Ensures all contracts and transactions are conducted within prescribed legal policies and procedures and works closely with other functions to determine pricing and terms of new contracts Negotiates purchase contracts Develops forecasts of needed supply, transportation requirements and available storage Manages relationships with suppliers Administers and monitors existing purchase and sale contracts Identifies new long-term supply opportunities and assists in determining prices and contract terms for profitable transactions in conjunction with the energy marketing and trading group
I	Manager - Electric Supply	Electric Supply A	NYSEG	Insufficient Benchmark Data	WTW	EMT002_M2	EMT002	M2 (Manager)	Energy Trading - Electricity_Manager (Supervisory/Management)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst - Energy Buyer	Electric Supply B	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst - Energy Buyer	Electric Supply B	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Energy Buyer	Electric Supply B	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst - Energy Buyer	Electric Supply B	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst - Energy Buyer	Electric Supply B	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst - Energy Buyer	Electric Supply B	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
G	Supervisor - Electric Supply	Electric Supply B	NYSEG	Insufficient Benchmark Data	WTW	EF5000_M2	EF5000	M2 (Manager)	Energy Supply Generalist/Multidiscipline_Manager (Supervisory/Management)	Plans and secures adequate supplies of one or more energy commodities to meet the organization's needs Develops long-term supply agreements, which may include transportation and storage arrangements Ensures all contracts and transactions are conducted within prescribed legal policies and procedures and works closely with other functions to determine pricing and terms of new contracts Negotiates purchase contracts Develops forecasts of needed supply, transportation requirements and available storage Manages relationships with suppliers Administers and monitors existing purchase and sale contracts Identifies new long-term supply opportunities and assists in determining prices and contract terms for profitable transactions in conjunction with the energy marketing and trading group
C	Administrative Assistant	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	AAS000_U3	AAS000	U3 (Senior)	Administrative Services Generalist/Multidiscipline_Senior (Business Support)	Supports general business operations by providing various administrative support activities as a generalist or in a combination of disciplines in the Administrative Services Function

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - System Planning	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	ETO000_P2	ETO000	P2 (Intermediate)	Electric Transmission Operations Generalist/Multidiscipline_Intermediate (Professional)	Operates a safe, reliable, stable and economic electric transmission system round-the-clock operation as a generalist or in a combination of Disciplines in the Electric Transmission Operations Function Ensures the electric transmission system meets demand while maintaining system parameters such as frequency, line flows and transmission-level voltage within prescribed limits Acts promptly to return the system to a stable state when voltage and/or frequency excursions occur Maintains real-time compliance with reliability standards set by regulatory authorities
E	Analyst - System Planning	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	ETO000_P2	ETO000	P2 (Intermediate)	Electric Transmission Operations Generalist/Multidiscipline_Intermediate (Professional)	Operates a safe, reliable, stable and economic electric transmission system round-the-clock operation as a generalist or in a combination of Disciplines in the Electric Transmission Operations Function Ensures the electric transmission system meets demand while maintaining system parameters such as frequency, line flows and transmission-level voltage within prescribed limits Acts promptly to return the system to a stable state when voltage and/or frequency excursions occur Maintains real-time compliance with reliability standards set by regulatory authorities
E	Analyst - System Planning	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	ETO000_P2	ETO000	P2 (Intermediate)	Electric Transmission Operations Generalist/Multidiscipline_Intermediate (Professional)	Operates a safe, reliable, stable and economic electric transmission system round-the-clock operation as a generalist or in a combination of Disciplines in the Electric Transmission Operations Function Ensures the electric transmission system meets demand while maintaining system parameters such as frequency, line flows and transmission-level voltage within prescribed limits Acts promptly to return the system to a stable state when voltage and/or frequency excursions occur Maintains real-time compliance with reliability standards set by regulatory authorities
F	Lead Analyst-Electric Supplier Services	Electric Transmission Services	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
J	Director - Transmission	Electric Transmission Services	NYSEG	Benchmark Data Available	WTW	EDD000_M3	EDD000	M3 (Senior Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Senior Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Construction & Maintenance	Elmira Const. & Maint. - Gas A	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Elmira Const. & Maint. - Gas B	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
F	Lead Analyst - Trainer ECC	Energy Control Center C	NYSEG	Benchmark Data Available	WTW	AHR134_P3	AHR134	P3 (Career)	Technical Training_Career (Professional)	Develops and implements training activities directed at both employee competencies and technical skills Collaborates with other functions (e.g., Engineering, Operations, Maintenance) to ensure that course materials reflect current specifications and to obtain information on new processes and equipment May visit work locations to confirm effectiveness of technical training programs
I	Manager - Energy Control Center	Energy Control Center C	NYSEG	Benchmark Data Available	WTW	EDD010_M2	EDD010	M2 (Manager)	Electric Distribution Systems Operations_Manager (Supervisory/Management)	Operates electric power distribution system to ensure adequate distribution of electricity to meet power demands Calculates load estimates according to corrected weather and consumer-demand records and notifies power supply function of electric power required to meet fluctuating demands Monitors control board showing operating condition of lines and equipment throughout the system and makes adjustments or directs workers to make adjustments as conditions warrant Directs substations to de-energize malfunctioning circuits or adjusts switches to ensure safety of maintenance crew and avoid interruptions of service during repairs Notifies maintenance crew of location and de-energization of troubled sector and verifies that workers are clear of repaired equipment before directing energization of circuit May operate computer console programmed to automatically perform load-control functions

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Gas Operator	Energy Control Center D	NYSEG	Insufficient Benchmark Data	WTW	EDD050_P3	EDD050	P3 (Career)	Gas Distribution Construction and/or Maintenance_Career (Professional)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
F	Gas Operator	Energy Control Center D	NYSEG	Insufficient Benchmark Data	WTW	EDD050_P3	EDD050	P3 (Career)	Gas Distribution Construction and/or Maintenance_Career (Professional)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
F	Gas Operator	Energy Control Center D	NYSEG	Insufficient Benchmark Data	WTW	EDD050_P3	EDD050	P3 (Career)	Gas Distribution Construction and/or Maintenance_Career (Professional)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
F	Gas Operator	Energy Control Center D	NYSEG	Insufficient Benchmark Data	WTW	EDD050_P3	EDD050	P3 (Career)	Gas Distribution Construction and/or Maintenance_Career (Professional)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
F	Gas Operator	Energy Control Center D	NYSEG	Insufficient Benchmark Data	WTW	EDD050_P3	EDD050	P3 (Career)	Gas Distribution Construction and/or Maintenance_Career (Professional)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
F	Gas Operator	Energy Control Center D	NYSEG	Insufficient Benchmark Data	WTW	EDD050_P3	EDD050	P3 (Career)	Gas Distribution Construction and/or Maintenance_Career (Professional)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
H	Supervisor - Dispatch & ECC	Energy Control Center D	NYSEG	Insufficient Benchmark Data	WTW	AZE130_M2	AZE130	M2 (Manager)	Computer Control Systems Electronics Engineering-Manager (Supervisory/Management)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Supervisor - Energy Control Systems	Energy Control Systems A	NYSEG	Insufficient Benchmark Data	WTW	AZE535_M2	AZE535	M2 (Manager)	Energy Management System Transmission Software Engineering_Manager (Supervisory/Management)	Defines and maintains bulk power transmission and generator models in the energy management system (EMS) and the Operator Training Simulator (OTS) Defines and maintains supervisory control and data acquisition (SCADA) data and definitions, maintains telemetry data accuracy, and evaluates and maintains the accuracy of model data in the EMS and OTS Creates and ensures accurate display of single-line diagrams (SLD) model and information in the EMS and OTS Supports the specification, design, testing and development of the EMS to ensure that it meets changing functional requirements Ensures accurate modeling of automatic generation control (AGC) in the EMS Ensures accurate modeling of state estimator, security analysis, transient limit calculator (TLC), optimal power flow (OPF), constraint logger, locational marginal pricing (LMP) and AGC in the OTS Designs enhancements to the EMS system to improve the user interface Supports metering projects by defining data and program specifications
F	Lead Analyst - Dispatch & ECC	Energy Control Systems C	NYSEG	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
F	Lead Analyst - Dispatch & ECC	Energy Control Systems C	NYSEG	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
F	Lead Analyst - Dispatch & ECC	Energy Control Systems C	NYSEG	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
F	Lead Analyst - GIS and Mapping	Energy Control Systems C	NYSEG	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographical Information Systems Technical Specialty_Career (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
H	Manager - Planning & Cost Control	EPE BM Project Management	NYSEG	Benchmark Data Available	WTW	APM000_M1	APM000	M1 (Supervisor)	Project/Program Management Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
H1	Principal - Engineer Electrical	EPE Competency	NYSEG	Insufficient Benchmark Data	WTW	AZE545_P5	AZE545	P5 (Master)	Eltrc Sys Construction Design Standards Eng_Master (P5)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H1	Principal Engineer - Civil	EPE Competency	NYSEG	Insufficient Benchmark Data	WTW	AZE040_P4	AZE040	P4 (Specialist)	Civil Engineering-Specialist (Professional)	Plans and designs structures and facilities such as bridges, railroads, roads, airports, harbors, dams, irrigation projects, pipelines, tunnels, power plants and other projects Analyzes proposed projects to ensure structural reliability, resource efficiency and cost-effectiveness May construct models to identify project specifications and meet related needs Has working knowledge and experience in own discipline Continues to build knowledge of the organization, processes and customers Performs a range of mainly straightforward assignments Uses prescribed guidelines or policies to analyze and resolve problems Receives a moderate level of guidance and direction
I1	Manager - Innovation	EPE Competency	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
F	Lead Analyst-Electric System Engineering	EPE Standards	NYSEG	Insufficient Benchmark Data	WTW	AZT510_P3	AZT510	P3 (Career)	Bulk Pwr Mkt/Eltrc Syst/Grid Tech Spty_Career (P3)	Supports engineers, economists, mathematicians or other quantitative professionals in the development of new Independent System Operator (ISO) markets and in making continuous improvements to existing ISO market designs Assists with the development and implementation of new functionality and enhancements to existing functionality of the wholesale electricity markets to improve operating performance of the ISO's market and system operations functions, improve market performance and ensure that markets provide appropriate economic incentives to all participants Conducts analyses of existing market rules, manuals and operating procedures to quantify the competitive performance of the marketplace and recommends market design enhancements Monitors development activities in other ISO/RTO markets to identify best practices, potential risks or failures, and undesirable behaviors by market participants experienced in other markets which may be precluded by effective market designs
I	Mgr Workforce Planning & Resource Mgt	ESO Workforce Planning	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
D	Associate Analyst-Field Customer Service	Field Customer Service - Auburn	NYSEG	Benchmark Data Available	WTW	AMS010_P1	AMS010	P1 (Entry)	Customer Service_Entry (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
G	Supervisor - Field Customer Service	Field Customer Service - Auburn	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Field Customer Service	Field Customer Service - Brewster	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Field Customer Service	Field Customer Service - Elmira Team A	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Field Customer Service	Field Customer Service - Hornell	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
D	Associate Analyst-Field Customer Service	Field Customer Service - Ithaca	NYSEG	Benchmark Data Available	WTW	AMS010_P1	AMS010	P1 (Entry)	Customer Service_Entry (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
G	Supervisor - Field Customer Service	Field Customer Service - Ithaca	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Field Customer Service	Field Customer Service - Liberty	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Field Customer Service	Field Customer Service - Mechanicville	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
I	Manager - Regional Ops Cust Service	Field Customer Service - NYSEG Central	NYSEG	Benchmark Data Available	WTW	AMS000_M2	AMS000	M2 (Manager)	Customer Support/Operations Generalist/Multidiscipline_Manager (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Field Customer Service	Field Customer Service - NYSEG East	NYSEG	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
I	Manager - Regional Ops Cust Service	Field Customer Service - NYSEG East	NYSEG	Benchmark Data Available	WTW	AMS000_M2	AMS000	M2 (Manager)	Customer Support/Operations Generalist/Multidiscipline_Manager (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Field Customer Service	Field Customer Service - Oneonta Team B	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Field Customer Service	Field Customer Service - Plattsburgh	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Meter Services	Field Customer Service - Binghamton TeamA	NYSEG	Insufficient Benchmark Data	WTW	EDD076_T2	EDD076	T2 (Intermediate)	Distribution Meter Services - Gas Meter Services_Intermediate (T2)	Reads gas meters and records usage data (manually or electronically) Tests, repairs and maintains stocks of gas metering equipment and meter testing equipment, including smart meters Installs, removes, field tests and maintains customer gas meters in accordance with regulatory standards and organization's guidelines May interact with customers by answering questions (e.g., about billing/energy usage, smart meters) or directing them to customer service or collections representatives
E	Analyst - Meter Services	Field Customer Service - Binghamton TeamA	NYSEG	Insufficient Benchmark Data	WTW	EDD076_T2	EDD076	T2 (Intermediate)	Distribution Meter Services - Gas Meter Services_Intermediate (T2)	Reads gas meters and records usage data (manually or electronically) Tests, repairs and maintains stocks of gas metering equipment and meter testing equipment, including smart meters Installs, removes, field tests and maintains customer gas meters in accordance with regulatory standards and organization's guidelines May interact with customers by answering questions (e.g., about billing/energy usage, smart meters) or directing them to customer service or collections representatives
E	Analyst - Meter Services	Field Customer Service - Binghamton TeamA	NYSEG	Insufficient Benchmark Data	WTW	EDD076_T2	EDD076	T2 (Intermediate)	Distribution Meter Services - Gas Meter Services_Intermediate (T2)	Reads gas meters and records usage data (manually or electronically) Tests, repairs and maintains stocks of gas metering equipment and meter testing equipment, including smart meters Installs, removes, field tests and maintains customer gas meters in accordance with regulatory standards and organization's guidelines May interact with customers by answering questions (e.g., about billing/energy usage, smart meters) or directing them to customer service or collections representatives
F	Lead Analyst - Meter Services	Field Customer Service - Binghamton TeamA	NYSEG	Insufficient Benchmark Data	WTW	AMT000_P3	AMT000	P3 (Career)	Technical Customer Support Generalist/Multidiscipline_Career (P3)	Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance of products and services Responsibilities are within the Technical Customer Support Function as a generalist or in a combination of Disciplines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst-Electric Supplier Services	Field Customer Service - Binghamton TeamA	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
G	Supervisor - Field Customer Service	Field Customer Service - Binghamton TeamA	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
D	Associate Analyst-Field Customer Service	Field Customer Service - Binghamton TeamB	NYSEG	Benchmark Data Available	WTW	AMS010_P1	AMS010	P1 (Entry)	Customer Service_Entry (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
G	Supervisor - Field Customer Service	Field Customer Service - Binghamton TeamB	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Field Customer Service	Field Customer Service -Lancaster Team B	NYSEG	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
I	Manager - Regional Ops Cust Service	Field Customer Service -RGE & NYSEG West	NYSEG	Benchmark Data Available	WTW	AMS000_M2	AMS000	M2 (Manager)	Customer Support/Operations Generalist/Multidiscipline_Manager (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	AMK040_P2	AMK040	P2 (Intermediate)	Market Research/Intelligence_Intermediate (Professional)	Performs analyses and prepares forecasts and recommendations in the areas of product preferences, sales coverage, market penetration, market practices and sales trends Researches market conditions to determine potential sales of a product
E	Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	AMK040_P2	AMK040	P2 (Intermediate)	Market Research/Intelligence_Intermediate (Professional)	Performs analyses and prepares forecasts and recommendations in the areas of product preferences, sales coverage, market penetration, market practices and sales trends Researches market conditions to determine potential sales of a product

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	AMK040_P2	AMK040	P2 (Intermediate)	Market Research/Intelligence_Intermediate (Professional)	Performs analyses and prepares forecasts and recommendations in the areas of product preferences, sales coverage, market penetration, market practices and sales trends Researches market conditions to determine potential sales of a product
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
H	Manager - Key Acct Management	Field Relationship Management NY - TeamA	NYSEG	Benchmark Data Available	WTW	CAM500_M2	CAM500	M2 (Manager)	Key Accounts_Manager (Supervisory/Management)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
E	Analyst - Customer Billing	Field Relationship Management NY - TeamB	NYSEG	Benchmark Data Available	WTW	AMS030_P2	AMS030	P2 (Intermediate)	High Volume Customer Billing_Intermediate (Professional)	Prepares, generates, prints, records and mails customer bills for monthly services, such as energy and telecommunications, using an automated high volume billing system Ensures that the automated billing system is operated and maintained in a manner that efficiently produces accurate bills Prepares daily, monthly and other periodic billing summary reports and financial statements Maintains, monitors and analyzes account records
F	Lead Analyst - Project Manager	Field Relationship Management NY - TeamB	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
F	Lead Engineer - Marketing & Sales	Field Relationship Management NY - TeamB	NYSEG	Benchmark Data Available	WTW	AZE543_P3	AZE543	P3 (Career)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamB	NYSEG	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Supervisor - Gas Sales & Products	Field Relationship Management NY - TeamB	NYSEG	Insufficient Benchmark Data	WTW	CSD000_M1	CSD000	M1 (Supervisor)	Direct Sales_Supervisor (Supervisory/Management)	Promotes and sells a portfolio of technical and/or nontechnical products and/or services and solutions directly to current and new end customers Informs customers of new product/service introductions and prices Creates, monitors and revises lead generation plans to ensure a substantive sales opportunity pipeline Responsibilities are within the Direct Sales Function as a generalist or in a combination of Disciplines
E	Technician Gas Measurement	Gas Meter Service - NY	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
E	Technician Gas Measurement	Gas Meter Service - NY	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
G	Supervisor - Meter Services	Gas Meter Service - NY	NYSEG	Benchmark Data Available	WTW	EDD070_M1	EDD070	M1 (Supervisor)	Distribution Meter Services Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Reads electric and/or gas meters and records usage data (manually or electronically) Tests, repairs and maintains stocks of metering equipment and meter testing equipment, including smart meters Installs, removes, field tests and maintains customer electric and/or gas meters in accordance with regulatory standards and organization's guidelines May interact with customers by answering questions (e.g., about billing/energy usage, smart meters) or directing them to customer service or collections representatives
EXEC	Vice President - Gas Operations	Gas Operations	NYSEG	Insufficient Benchmark Data	WTW	ECG000_EX	ECG000	Executive	Top Gas Operations Executive	Is responsible for planning and directing all activities related to natural gas Responsibilities include gas supply, storage, transmission, distribution, engineering, construction, maintenance, utilization and other general operating services such as meter shop and transportation
E	Analyst - Gas Engineering	Gas Operations - Corrosion Engineering	NYSEG	Insufficient Benchmark Data	WTW	AZT571_P2	AZT571	P2 (Intermediate)	Gas Transmission and/or Distribution Technical Specialty_Intermediate (Professional)	Provides expert technical support for gas transmission systems that transport natural gas by pipeline, including incidental storage and/or gas distribution systems that transport natural gas to the final consumer by pipeline Focuses on pipeline and compressor systems for natural gas transmission and/or distribution, including activities such as installing and/or inspecting rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
E	Analyst - Gas Engineering	Gas Operations - Corrosion Engineering	NYSEG	Insufficient Benchmark Data	WTW	AZT571_P2	AZT571	P2 (Intermediate)	Gas Transmission and/or Distribution Technical Specialty_Intermediate (Professional)	Provides expert technical support for gas transmission systems that transport natural gas by pipeline, including incidental storage and/or gas distribution systems that transport natural gas to the final consumer by pipeline Focuses on pipeline and compressor systems for natural gas transmission and/or distribution, including activities such as installing and/or inspecting rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
E	Analyst - Gas Engineering	Gas Operations - Corrosion Engineering	NYSEG	Insufficient Benchmark Data	WTW	AZT571_P2	AZT571	P2 (Intermediate)	Gas Transmission and/or Distribution Technical Specialty_Intermediate (Professional)	Provides expert technical support for gas transmission systems that transport natural gas by pipeline, including incidental storage and/or gas distribution systems that transport natural gas to the final consumer by pipeline Focuses on pipeline and compressor systems for natural gas transmission and/or distribution, including activities such as installing and/or inspecting rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G	Supervisor - Corrosion Engineering	Gas Operations - Corrosion Engineering	NYSEG	Insufficient Benchmark Data	WTW	AZE575_P4	AZE575	P4 (Specialist)	Gas System Planning Engineering_Specialist (P4)	Determines need, size, location and timing of system development to balance economic, environmental, community and regulatory constraints and reliability needs
G	Supervisor - Damage Prevention	Gas Operations - Engineering	NYSEG	Benchmark Data Available	WTW	ALS030_M1	ALS030	M1 (Supervisor)	Claims Resolution_Supervisor (Supervisory/Management)	Oversees claims operations that involve customer contact, investigation and settlement of property and personal damage claims for and against the organization Approves all claim settlements both for and against the organization Works with insurance companies, contractors, repair facilities, internal and external legal staff, law enforcement agencies and collection services in the settlement of claims Coordinates and conducts site investigations to determine the causes of damage and the extent and method of restitution to customer Initiates procedures for billing and collection of money owed to the organization for damage to organization equipment and/or property
H1	Manager - Gas Engineering	Gas Operations - Engineering	NYSEG	Benchmark Data Available	WTW	AZE573_M2	AZE573	M2 (Manager)	Gas Distribution Engineering_Manager (Supervisory/Management)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
J	Director - Gas Operations	Gas Operations - NY	NYSEG	Insufficient Benchmark Data	WTW	ETG000_M4	ETG000	M4 (Group Manager)	Gas Transmission Generalist/Multidiscipline_Group Manager (M4)	Coordinates gas transmission system operations, construction and/or maintenance of facilities, pipelines and compressors as a generalist or in a combination of Disciplines in the Gas Transmission Function Calculates and controls the flow of natural gas through the system to maintain volume and pressure for an adequate supply Ensures receipt and delivery of gas from one point to another within the system and from outside systems Monitors telemetric instruments to determine gas pressure, volume and consumption Reviews supply-and-demand data such as gas quality, pressure, weather conditions and time of day to forecast load adjustment Ensures operational compliance with all gas transmission regulations
E	Analyst - Gas Supply	Gas Supply	NYSEG	Insufficient Benchmark Data	WTW	EMU020_P2	EMU020	P2 (Intermediate)	Energy Trading Contract Administration_Intermediate (Professional)	Reviews and validates all contracts, commitments and obligations of the organization which deal with the buying, selling and transporting of energy-related products Negotiates contracts and ensures review of standard and non-standard purchase, sale, exchange and transmission agreements for conformity with underlying master agreements Reviews and, where necessary, modifies confirmation language to minimize transactional risk Coordinates with Legal, Risk Management, Accounting and other functions as necessary
E	Analyst - Gas Supply	Gas Supply	NYSEG	Insufficient Benchmark Data	WTW	EMU020_P2	EMU020	P2 (Intermediate)	Energy Trading Contract Administration_Intermediate (Professional)	Reviews and validates all contracts, commitments and obligations of the organization which deal with the buying, selling and transporting of energy-related products Negotiates contracts and ensures review of standard and non-standard purchase, sale, exchange and transmission agreements for conformity with underlying master agreements Reviews and, where necessary, modifies confirmation language to minimize transactional risk Coordinates with Legal, Risk Management, Accounting and other functions as necessary
E	Analyst - Gas Supply	Gas Supply	NYSEG	Insufficient Benchmark Data	WTW	EMU020_P2	EMU020	P2 (Intermediate)	Energy Trading Contract Administration_Intermediate (Professional)	Reviews and validates all contracts, commitments and obligations of the organization which deal with the buying, selling and transporting of energy-related products Negotiates contracts and ensures review of standard and non-standard purchase, sale, exchange and transmission agreements for conformity with underlying master agreements Reviews and, where necessary, modifies confirmation language to minimize transactional risk Coordinates with Legal, Risk Management, Accounting and other functions as necessary
F	Lead Analyst - Energy Buyer	Gas Supply	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst - Energy Buyer	Gas Supply	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Energy Buyer	Gas Supply	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst - Energy Buyer	Gas Supply	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
I	Manager - Electric Supply	Gas Supply	NYSEG	Insufficient Benchmark Data	WTW	EMT002_M2	EMT002	M2 (Manager)	Energy Trading - Electricity_Manager (Supervisory/Management)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
E	Analyst - Gas Supplier Services	Gas Supply Transportation	NYSEG	Insufficient Benchmark Data	WTW	ETG000_P2	ETG000	P2 (Intermediate)	Gas Transmission Generalist/Multidiscipline_Intermediate (Professional)	Coordinates gas transmission system operations, construction and/or maintenance of facilities, pipelines and compressors as a generalist or in a combination of Disciplines in the Gas Transmission Function Calculates and controls the flow of natural gas through the system to maintain volume and pressure for an adequate supply Ensures receipt and delivery of gas from one point to another within the system and from outside systems Monitors telemetric instruments to determine gas pressure, volume and consumption Reviews supply-and-demand data such as gas quality, pressure, weather conditions and time of day to forecast load adjustment Ensures operational compliance with all gas transmission regulations
E	Analyst - Gas Supplier Services	Gas Supply Transportation	NYSEG	Insufficient Benchmark Data	WTW	ETG000_P2	ETG000	P2 (Intermediate)	Gas Transmission Generalist/Multidiscipline_Intermediate (Professional)	Coordinates gas transmission system operations, construction and/or maintenance of facilities, pipelines and compressors as a generalist or in a combination of Disciplines in the Gas Transmission Function Calculates and controls the flow of natural gas through the system to maintain volume and pressure for an adequate supply Ensures receipt and delivery of gas from one point to another within the system and from outside systems Monitors telemetric instruments to determine gas pressure, volume and consumption Reviews supply-and-demand data such as gas quality, pressure, weather conditions and time of day to forecast load adjustment Ensures operational compliance with all gas transmission regulations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Gas Supplier Services	Gas Supply Transportation	NYSEG	Insufficient Benchmark Data	WTW	ETG000_P2	ETG000	P2 (Intermediate)	Gas Transmission Generalist/Multidiscipline_Intermediate (Professional)	Coordinates gas transmission system operations, construction and/or maintenance of facilities, pipelines and compressors as a generalist or in a combination of Disciplines in the Gas Transmission Function Calculates and controls the flow of natural gas through the system to maintain volume and pressure for an adequate supply Ensures receipt and delivery of gas from one point to another within the system and from outside systems Monitors telemetric instruments to determine gas pressure, volume and consumption Reviews supply-and-demand data such as gas quality, pressure, weather conditions and time of day to forecast load adjustment Ensures operational compliance with all gas transmission regulations
G	Supervisor - Construction & Maintenance	Geneva Const. & Maint. - Gas A	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Geneva Const. & Maint. - Gas B	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Substation Operations	Geneva Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
G	Supervisor - Fleet Services	GENSRV Fleet Serv - Plattsburgh Networks	NYSEG	Benchmark Data Available	WTW	AAT010_M1	AAT010	M1 (Supervisor)	Vehicle Fleet Management_Supervisor (Supervisory/Management)	Operates and maintains motor vehicles and equipment Schedules and dispatches the organization's vehicles and drivers Prepares reports on inspection findings and ensures proper vehicle maintenance to comply with prescribed safety regulations Develops design specifications for vehicle requisitions May negotiate vehicle and/or equipment purchase terms in coordination with the procurement function
G	Supervisor - Fleet Services	GENSRV Fleet Services - Elmira Networks	NYSEG	Benchmark Data Available	WTW	AAT010_M1	AAT010	M1 (Supervisor)	Vehicle Fleet Management_Supervisor (Supervisory/Management)	Operates and maintains motor vehicles and equipment Schedules and dispatches the organization's vehicles and drivers Prepares reports on inspection findings and ensures proper vehicle maintenance to comply with prescribed safety regulations Develops design specifications for vehicle requisitions May negotiate vehicle and/or equipment purchase terms in coordination with the procurement function
G	Supervisor - Fleet Services	GENSRV Fleet Services - Oneonta Networks	NYSEG	Benchmark Data Available	WTW	AAT010_M1	AAT010	M1 (Supervisor)	Vehicle Fleet Management_Supervisor (Supervisory/Management)	Operates and maintains motor vehicles and equipment Schedules and dispatches the organization's vehicles and drivers Prepares reports on inspection findings and ensures proper vehicle maintenance to comply with prescribed safety regulations Develops design specifications for vehicle requisitions May negotiate vehicle and/or equipment purchase terms in coordination with the procurement function
G	Supervisor - Fleet Services	GENSRV Fleet Services - Brewster Networks	NYSEG	Benchmark Data Available	WTW	AAT010_M1	AAT010	M1 (Supervisor)	Vehicle Fleet Management_Supervisor (Supervisory/Management)	Operates and maintains motor vehicles and equipment Schedules and dispatches the organization's vehicles and drivers Prepares reports on inspection findings and ensures proper vehicle maintenance to comply with prescribed safety regulations Develops design specifications for vehicle requisitions May negotiate vehicle and/or equipment purchase terms in coordination with the procurement function

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Supervisor - Fleet Services	GENSRV Fleet Services -Ithaca Network	NYSEG	Benchmark Data Available	WTW	AAT010_M1	AAT010	M1 (Supervisor)	Vehicle Fleet Management_Supervisor (Supervisory/Management)	Operates and maintains motor vehicles and equipment Schedules and dispatches the organization's vehicles and drivers Prepares reports on inspection findings and ensures proper vehicle maintenance to comply with prescribed safety regulations Develops design specifications for vehicle requisitions May negotiate vehicle and/or equipment purchase terms in coordination with the procurement function
G	Supervisor - Fleet Services	GENSRV Fleet Services-Lancaster Networks	NYSEG	Benchmark Data Available	WTW	AAT010_M1	AAT010	M1 (Supervisor)	Vehicle Fleet Management_Supervisor (Supervisory/Management)	Operates and maintains motor vehicles and equipment Schedules and dispatches the organization's vehicles and drivers Prepares reports on inspection findings and ensures proper vehicle maintenance to comply with prescribed safety regulations Develops design specifications for vehicle requisitions May negotiate vehicle and/or equipment purchase terms in coordination with the procurement function
F	Lead Analyst - Real Estate	GENSRV Real Estate Services East	NYSEG	Benchmark Data Available	WTW	ARE000_P3	ARE000	P3 (Career)	Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)	Plans, controls and directs real estate activities; identifies, acquires or leases land and buildings for the organization's operations May negotiate right-of-way easements Ensures the optimal utilization of the organization's facilities Disposes of facilities that are no longer required by the organization Responsibilities are within the Real Estate and Facilities Function as a generalist or in a combination of Disciplines
F	Lead Analyst - Real Estate	GENSRV Real Estate Services West	NYSEG	Benchmark Data Available	WTW	ARE000_P3	ARE000	P3 (Career)	Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)	Plans, controls and directs real estate activities; identifies, acquires or leases land and buildings for the organization's operations May negotiate right-of-way easements Ensures the optimal utilization of the organization's facilities Disposes of facilities that are no longer required by the organization Responsibilities are within the Real Estate and Facilities Function as a generalist or in a combination of Disciplines
F	Lead Analyst - Real Estate	GENSRV Real Estate Services West	NYSEG	Benchmark Data Available	WTW	ARE000_P3	ARE000	P3 (Career)	Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)	Plans, controls and directs real estate activities; identifies, acquires or leases land and buildings for the organization's operations May negotiate right-of-way easements Ensures the optimal utilization of the organization's facilities Disposes of facilities that are no longer required by the organization Responsibilities are within the Real Estate and Facilities Function as a generalist or in a combination of Disciplines
G	Project Manager - GIS & Mapping	GIS Operations	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
E	Analyst - GIS and Mapping	GIS Operations - NY A	NYSEG	Benchmark Data Available	WTW	AZT505_P2	AZT505	P2 (Intermediate)	Geographical Information Systems Technical Specialty_Intermediate (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
E	Analyst - GIS and Mapping	GIS Operations - NY A	NYSEG	Benchmark Data Available	WTW	AZT505_P2	AZT505	P2 (Intermediate)	Geographical Information Systems Technical Specialty_Intermediate (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
E	Analyst - GIS and Mapping	GIS Operations - NY A	NYSEG	Benchmark Data Available	WTW	AZT505_P2	AZT505	P2 (Intermediate)	Geographical Information Systems Technical Specialty_Intermediate (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
E	Analyst - GIS and Mapping	GIS Operations - NY A	NYSEG	Benchmark Data Available	WTW	AZT505_P2	AZT505	P2 (Intermediate)	Geographical Information Systems Technical Specialty_Intermediate (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
F	Lead Analyst - GIS Operations	GIS Operations - NY A	NYSEG	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographic Information Systems (GIS) - Experienced Professional (P2)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - GIS Operations	GIS Operations - NY A	NYSEG	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographic Information Systems (GIS) - Experienced Professional (P2)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
F	Lead Analyst - GIS Operations	GIS Operations - NY A	NYSEG	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographic Information Systems (GIS) - Experienced Professional (P2)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
G	Supervisor - GIS Operations	GIS Operations - NY A	NYSEG	Benchmark Data Available	WTW	AZT505_M1	AZT505	M1 (Supervisor)	Geographic Information Systems (GIS) - Supervisor (Supervisory/Management)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
G	Supervisor - GIS Operations	GIS Operations - NY B	NYSEG	Benchmark Data Available	WTW	AZT505_M1	AZT505	M1 (Supervisor)	Geographic Information Systems (GIS) - Supervisor (Supervisory/Management)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
G	Supervisor - Substation Operations	Hornell Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	Benchmark Data Available	WTW	AHS000_P3	AHS000	P3 (Career)	Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)	Designs, develops, implements and oversees the organization's environmental, health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations Responsibilities are within the Environmental Health and Safety Function as a generalist or in a combination of Disciplines
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	Benchmark Data Available	WTW	AHS000_P3	AHS000	P3 (Career)	Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)	Designs, develops, implements and oversees the organization's environmental, health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations Responsibilities are within the Environmental Health and Safety Function as a generalist or in a combination of Disciplines
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	Benchmark Data Available	WTW	AHS000_P3	AHS000	P3 (Career)	Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)	Designs, develops, implements and oversees the organization's environmental, health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations Responsibilities are within the Environmental Health and Safety Function as a generalist or in a combination of Disciplines
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	Benchmark Data Available	WTW	AHS000_P3	AHS000	P3 (Career)	Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)	Designs, develops, implements and oversees the organization's environmental, health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations Responsibilities are within the Environmental Health and Safety Function as a generalist or in a combination of Disciplines
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	Benchmark Data Available	WTW	AHS000_P3	AHS000	P3 (Career)	Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)	Designs, develops, implements and oversees the organization's environmental, health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations Responsibilities are within the Environmental Health and Safety Function as a generalist or in a combination of Disciplines
G	Supervisor - Hydro Ops & Maintenance	Hydro Operations	NYSEG	Insufficient Benchmark Data	WTW	EGH000_M1	EGH000	M1 (Supervisor)	Hydroelectric Power Generation Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Operates hydroelectric generator units and associated equipment as a generalist or in a combination of Disciplines in the Hydroelectric Power Generation Function Takes responsibility for maintenance activities, including maintenance engineering to meet system load requirements of the plant and maintaining hydroelectric power plant electrical and mechanical equipment

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
I	Manager - Integrated Field Cons Design	Integrated Field Construction Design	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Integrated Field Design	Integrated Field Construction Design D	NYSEG	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Integrated Field Design	Integrated Field Construction Design G	NYSEG	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Integrated Field Design	Integrated Field Construction Design H	NYSEG	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Integrated Field Design	Integrated Field Construction Design I	NYSEG	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Data Technicians	Integrated Planning Scheduling D	NYSEG	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Data Technicians	Integrated Planning Scheduling E	NYSEG	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Construction & Maintenance	Integrated Planning Scheduling F	NYSEG	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
E	Analyst - Work Planning	Integrated Planning Scheduling H	NYSEG	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Work Planning	Integrated Planning Scheduling H	NYSEG	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Work Planning	Integrated Planning Scheduling H	NYSEG	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Work Planning	Integrated Planning Scheduling H	NYSEG	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Construction & Maintenance	Ithaca Const. & Maint. - Gas	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Ithaca Const. & Maint. - Gas B	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Substation Operations	Ithaca Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
G	Supervisor - Joint Use of Plant	Joint Use of Plant - NY	NYSEG	Insufficient Benchmark Data	WTW	AZT544_M1	AZT544	M1 (Supervisor)	Electric Transmission and/or Distribution Technical Specialty_Supervisor (Supervisory/Management)	Provides expert technical support for transmission systems that carry high-power electricity from generating plants to substations and/or distribution systems that carry electricity from substations to final consumers Focuses on transmission circuits, system interconnections, bulk substations and/or distribution systems, including activities such as testing and maintaining relay protective and control equipment and testing the condition of insulation of all major system electric apparatus
G	Supervisor - Substation Operations	Lancaster Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
G	Supervisor - Construction & Maintenance	Liberty Const. & Maint. - Elec.	NYSEG	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Liberty Const. & Maint. - Gas	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Substation Operations	Liberty Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
G	Supervisor - Construction & Maintenance	Lockport Const. & Maint. - Gas B	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Manager - Programs/Projects	Marketing & Sales - Maine A	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
E	Analyst - Programs	Marketing & Sales - NY	NYSEG	Benchmark Data Available	WTW	EDE000_P2	EDE000	P2 (Intermediate)	Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)	Develops, promotes, and implements energy efficiency (EE), demand side management (DSM), demand response (DR) and conservation programs to meet established goals Develops, promotes and implements EE programs for new construction and upgrades to existing buildings such as tighter building envelopes (e.g., insulation) and HVAC ducts, high-efficiency HVAC equipment and HVAC tune-ups to reduce energy demand and meet regulatory and corporate goals Develops, promotes and implements DSM programs such as energy surveys, weatherization, load management, efficient lighting retrofits and tighter building envelopes Develops, promotes and implements DR programs such as load management, standby generation, pricing signals and interruptible service Provides customers with technical advice and assistance to design, procure and install energy efficient equipment and adopt demand-reduction initiatives Conducts cost-benefit analyses and evaluates the impact of EE, DSM and DR programs Ensures that programs are in compliance with regulatory guidelines and may be responsible for Public Utility Commission (PUC) funds awarded for DSM/EE programs

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Programs	Marketing & Sales - NY	NYSEG	Benchmark Data Available	WTW	EDE000_P2	EDE000	P2 (Intermediate)	Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)	Develops, promotes, and implements energy efficiency (EE), demand side management (DSM), demand response (DR) and conservation programs to meet established goals Develops, promotes and implements EE programs for new construction and upgrades to existing buildings such as tighter building envelopes (e.g., insulation) and HVAC ducts, high-efficiency HVAC equipment and HVAC tune-ups to reduce energy demand and meet regulatory and corporate goals Develops, promotes and implements DSM programs such as energy surveys, weatherization, load management, efficient lighting retrofits and tighter building envelopes Develops, promotes and implements DR programs such as load management, standby generation, pricing signals and interruptible service Provides customers with technical advice and assistance to design, procure and install energy efficient equipment and adopt demand-reduction initiatives Conducts cost-benefit analyses and evaluates the impact of EE, DSM and DR programs Ensures that programs are in compliance with regulatory guidelines and may be responsible for Public Utility Commission (PUC) funds awarded for DSM/EE programs
F	Lead Analyst -Energy Efficiency Programs	Marketing & Sales - NY	NYSEG	Benchmark Data Available	WTW	AMS000_P3	AMS000	P3 (Career)	Customer Support/Operations Generalist/Multidiscipline_Career (Professional)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	Marketing & Sales - NY	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
H	Supervisor - Conservation & Load Mgmt	Marketing & Sales - NY	NYSEG	Insufficient Benchmark Data	WTW	EDE000_M1	EDE000	M1 (Supervisor)	Energy Efficiency/Conservation_Supervisor (Supervisory/Management)	Develops, promotes, and implements energy efficiency (EE), demand side management (DSM), demand response (DR) and conservation programs to meet established goals Develops, promotes and implements EE programs for new construction and upgrades to existing buildings such as tighter building envelopes (e.g., insulation) and HVAC ducts, high-efficiency HVAC equipment and HVAC tune-ups to reduce energy demand and meet regulatory and corporate goals Develops, promotes and implements DSM programs such as energy surveys, weatherization, load management, efficient lighting retrofits and tighter building envelopes Develops, promotes and implements DR programs such as load management, standby generation, pricing signals and interruptible service Provides customers with technical advice and assistance to design, procure and install energy efficient equipment and adopt demand-reduction initiatives Conducts cost-benefit analyses and evaluates the impact of EE, DSM and DR programs Ensures that programs are in compliance with regulatory guidelines and may be responsible for Public Utility Commission (PUC) funds awarded for DSM/EE programs
E	Analyst - Gas Marketing & Sales	Marketing & Sales - NY Team B	NYSEG	Benchmark Data Available	WTW	AMK000_P2	AMK000	P2 (Intermediate)	Marketing Generalist/Multidiscipline_Intermediate (Professional)	Designs, develops and implements marketing programs and/or pricing strategies to support the organization's products, services or market sector Uses specific marketing strategies and media (e.g., print, broadcast, digital) to launch and position products and services in a sector Identifies and implements marketing strategies and programs in collaboration with sales and technical teams Responsibilities are within the Marketing Function as a generalist or in a combination of Disciplines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Supervisor - Gas Sales & Products	Marketing & Sales - NY Team B	NYSEG	Insufficient Benchmark Data	WTW	CSD000_M1	CSD000	M1 (Supervisor)	Direct Sales_Supervisor (Supervisory/Management)	Promotes and sells a portfolio of technical and/or nontechnical products and/or services and solutions directly to current and new end customers Informs customers of new product/service introductions and prices Creates, monitors and revises lead generation plans to ensure a substantive sales opportunity pipeline Responsibilities are within the Direct Sales Function as a generalist or in a combination of Disciplines
G	Project Manager	Master Data	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Supervisor - Substation Operations	Mechanicville Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
F	Lead Analyst - Meter Services	Meter Services - NY	NYSEG	Insufficient Benchmark Data	WTW	EDD076_T3	EDD076	T3 (Senior)	Distribution Meter Services - Gas Meter Services_Senior (Technical Support)	Reads gas meters and records usage data (manually or electronically) Tests, repairs and maintains stocks of gas metering equipment and meter testing equipment, including smart meters Installs, removes, field tests and maintains customer gas meters in accordance with regulatory standards and organization's guidelines May interact with customers by answering questions (e.g., about billing/energy usage, smart meters) or directing them to customer service or collections representatives
G	Lead Engineer - Meter Services	Meter Services - NY	NYSEG	Insufficient Benchmark Data	WTW	AMT000_P3	AMT000	P3 (Career)	Technical Customer Support Generalist/Multidiscipline_Career (P3)	Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance of products and services Responsibilities are within the Technical Customer Support Function as a generalist or in a combination of Disciplines
I	Manager - Meter Services	Meter Services - NY	NYSEG	Benchmark Data Available	WTW	EDD070_M2	EDD070	M2 (Manager)	Distribution Meter Services Generalist/Multidiscipline_Manager (Supervisory/Management)	Reads electric and/or gas meters and records usage data (manually or electronically) Tests, repairs and maintains stocks of metering equipment and meter testing equipment, including smart meters Installs, removes, field tests and maintains customer electric and/or gas meters in accordance with regulatory standards and organization's guidelines May interact with customers by answering questions (e.g., about billing/energy usage, smart meters) or directing them to customer service or collections representatives
K1	Director - T&D Network Management	Network Management	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
G1	Lead Engineer - Electric Maintenance Eng	Networks Standardization & Maintenance	NYSEG	Benchmark Data Available	WTW	AZE530_P3	AZE530	P3 (Career)	Electric System/Grid Planning Engineering_Career (Professional)	Takes responsibility for regional transmission system planning, including load/zone planning and baseline reliability planning, to ensure reliable operation under various operating scenarios in compliance with regulatory planning standards and guidelines Interfaces with load-serving entities, generation entities, regulatory agencies, regional reliability councils, and other transmission providers to obtain necessary inputs into the planning process Identifies and documents recurring system operation conditions and trends (e.g., low voltage, unusual flows) requiring planning attention Assesses the capabilities of the regional transmission system and its compliance with the planning criteria Conducts load saturation studies to determine the long-range substation needs in the service territory Conducts power flow studies, builds power flow models, and prepares economic analyses to develop short- and long-term transmission system plans Develops expansion plans for the regional transmission system and distribution substations Provides technical support to licensing and certification proceedings related to new transmission lines and distribution substation sites May represent the organization at Regional Transmission Councils and/or Regional Transmission Organizations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
I1	Manager Networks Standardization & Maint	Networks Standardization & Maintenance	NYSEG	Benchmark Data Available	WTW	AZE533_M2	AZE533	M2 (Manager)	Electric System/Grid Operations Engineering_Manager (Supervisory/Management)	Develops, implements and monitors engineering applications, processes and services associated with the performance of all coordinated operations responsibilities assigned to the Independent Coordinator of Transmission (ICT) to prevent power outages and maintain reliable electric service Requests and collects information, prepares and validates data and executes computer runs for current, next-day and other operational assessments of the transmission network to support coordination and approval of generation and transmission maintenance outage requests and to comply with external standards and requirements, including reporting for market participants, government entities and legal Participates in identification of issues and researches, analyzes and resolves disputes and inquires relating to market and grid operations data Develops and periodically updates network model data as necessary for the Interchange Distribution Calculator (IDC) load flow model Develops, maintains and supports coordinated operations applications, processes and documentation Identifies opportunities for improved analyses of electric system operations data and prioritizes, develops and implements improvements, including automated tools for monitoring and reporting operations data
EXEC	NYSEG & RG&E Chief Executive Officer	NYSEG and RGE President's Office	NYSEG	Benchmark Data Available	WTW	AAB003_EX	AAB003	Executive	Division Head (General Industry)	Has primary responsibility for the profitability and growth of a division, which typically represents a small to moderate portion of corporate revenues (less than 15%) Sets the overall strategic direction for the division that may include a range of activities (e.g., sales, marketing, operations, staff functions) Typically reports to the head of a segment or head of a larger division
EXEC	Vice President - Energy Services	NY Energy Services	NYSEG	Insufficient Benchmark Data	WTW	EMM070_EX	EMM070	Executive	Top Energy Asset Optimization Executive	Maximizes returns on the company's asset portfolio (e.g., generation, pipeline, refinery) through activities such as long-term commodity trading, marketing and hedging activities, including crude and residual fuel oil, natural gas, power, emissions, coal and interest rates May also be responsible for community and regulatory relations and fulfilling budgets and contractual requirements
F	Lead Analyst - Supplier Relations	NY Supplier Relations	NYSEG	Benchmark Data Available	WTW	AMS000_P3	AMS000	P3 (Career)	Customer Support/Operations Generalist/Multidiscipline_Career (Professional)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
F	Lead Analyst-Electric Supplier Services	NY Supplier Relations	NYSEG	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
H	Manager - Supplier Relations	NY Supplier Relations	NYSEG	Insufficient Benchmark Data	WTW	AMS100_M2	AMS100	M2 (Manager)	Customer Contact Center Vendor Relationship Management-Manager (Supervisory/Management)	Develops policies, standards and procedures for outsourcing the organization's customer contact center(s) to a contact center vendor Analyzes and reports on outsourcing vendor performance Manages the organization's relationship with a contact center outsourcing vendor and ensures that the vendor's performance meets the organization's requirements

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Oneonta Const. & Maint. - Gas A	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Oneonta Const. & Maint. - Gas B	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Substation Operations	Oneonta Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
G	Supervisor - Construction & Maintenance	Plattsburgh Const. & Maint. - Gas	NYSEG	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Substation Operations	Plattsburgh Substation Operations	NYSEG	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
F	Lead Analyst - Process Improvement	Process Improvement	NYSEG	Benchmark Data Available	WTW	AQY020_P2	AQY020	P2 (Intermediate)	Business Process Improvement_Intermediate (Professional)	Analyzes and measures the effectiveness of existing business processes and develops sustainable, repeatable and quantifiable business process improvements Researches best business practices within and outside the organization to establish benchmark data Collects and analyzes process data to initiate, develop and recommend business practices and procedures that focus on enhanced safety, increased productivity and reduced cost Determines how new information technologies can support reengineering business processes May specialize in one or more of the following areas benchmarking, business process analysis and reengineering, change management and measurement, and/or process-driven systems requirements
G	Supervisor - Process Improvement	Process Improvement	NYSEG	Benchmark Data Available	WTW	EDD040_M1	EDD040	M1 (Supervisor)	Gas Distribution System Operations_Supervisor (Supervisory/Management)	Calculates and controls the flow of natural gas through the system to maintain volume and pressure for adequate supply Monitors telemetric instruments to determine gas pressure, volume and consumption Reviews supply and demand data such as gas quality, pressure, weather conditions and time of day to forecast load adjustment
F	Lead Analyst - Real Estate	Processes - Reporting - Administration	NYSEG	Benchmark Data Available	WTW	ARE000_P3	ARE000	P3 (Career)	Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)	Plans, controls and directs real estate activities; identifies, acquires or leases land and buildings for the organization's operations May negotiate right-of-way easements Ensures the optimal utilization of the organization's facilities Disposes of facilities that are no longer required by the organization Responsibilities are within the Real Estate and Facilities Function as a generalist or in a combination of Disciplines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst-RE Lease License Specialist	Processes - Reporting - Administration	NYSEG	Benchmark Data Available	WTW	ARE000_P3	ARE000	P3 (Career)	Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)	Plans, controls and directs real estate activities; identifies, acquires or leases land and buildings for the organization's operations May negotiate right-of-way easements Ensures the optimal utilization of the organization's facilities Disposes of facilities that are no longer required by the organization Responsibilities are within the Real Estate and Facilities Function as a generalist or in a combination of Disciplines
F	Lead Analyst - Programs	Program Management & Executive Support	NYSEG	Benchmark Data Available	WTW	EDD000_P3	EDD000	P3 (Career)	Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Program Manager - NY Presidents Office	Program Management & Executive Support	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
G	Program Manager - NY Presidents Office	Program Management & Executive Support	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
I	Manager - Project Portfolio	Program Management & Executive Support	NYSEG	Insufficient Benchmark Data	WTW	APM032_M2	APM032	M2 (Manager)	Engineering Project Design_Manager (Supervisory/Management)	Plans and designs a broad range of engineering projects in collaboration with internal and/or external stakeholders Defines project concept, scope, technical requirements and specifications Assists clients to plan for project execution and resolves related technical problems
E	Analyst - Programs	Programs & Projects	NYSEG	Benchmark Data Available	WTW	EDE000_P2	EDE000	P2 (Intermediate)	Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)	Develops, promotes, and implements energy efficiency (EE), demand side management (DSM), demand response (DR) and conservation programs to meet established goals Develops, promotes and implements EE programs for new construction and upgrades to existing buildings such as tighter building envelopes (e.g., insulation) and HVAC ducts, high-efficiency HVAC equipment and HVAC tune-ups to reduce energy demand and meet regulatory and corporate goals Develops, promotes and implements DSM programs such as energy surveys, weatherization, load management, efficient lighting retrofits and tighter building envelopes Develops, promotes and implements DR programs such as load management, standby generation, pricing signals and interruptible service Provides customers with technical advice and assistance to design, procure and install energy efficient equipment and adopt demand-reduction initiatives Conducts cost-benefit analyses and evaluates the impact of EE, DSM and DR programs Ensures that programs are in compliance with regulatory guidelines and may be responsible for Public Utility Commission (PUC) funds awarded for DSM/EE programs
F	Supervisor - Programs/Projects	Programs & Projects	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
E	Associate Project Manager	Projects Unit MV1	NYSEG	Benchmark Data Available	WTW	APM530_P2	APM530	P2 (Intermediate)	Electric Transmission and/or Distribution Project Management_Intermediate (Professional)	Takes responsibility for projects involving transmission systems that carry high-power (typically above 34.5 KV) electricity from generating plants to substations and/or distribution systems that carry electricity (typically 34.5 KV and below) from substations to final consumers Typical projects include substation construction, generator interconnection, new transmission line construction, rebuilding and replacing switching equipment, breakers, transformers, GSUs (generator step-up transformers), or rebuilding and installing new transmission lines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G1	Manager - Construction	Projects Unit MV1	NYSEG	Insufficient Benchmark Data	WTW	EDD020_P4	EDD020	P4 (Specialist)	Electric Distribution Construction and/or Maintenance_Specialist (P4)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
F	Field Construction Manager	Projects Unit MV2	NYSEG	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Project Manager	Projects Unit MV2	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G1	Lead Engineer - Electric System Eng	Projects Unit MV2	NYSEG	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Line Engineer	Projects Unit MV2	NYSEG	Insufficient Benchmark Data	WTW	AZE579_P3	AZE579	P3 (Career)	Major Construction Engineering Generalist/Multidiscipline_Career (Professional)	Plans, directs and participates in the design, cost and scheduling of major construction projects Prepares plans, designs and analyses in accordance with established codes, standards and drawings Develops and maintains project budgets, forecasts and cash flows Provides overall project schedule development, monitoring, progress measurement and change order management Monitors and analyzes performance of subcontractors Inspects construction work in progress to ensure compliance with design specifications and recommends corrective action and/or improvements as needed Communicates with government agencies to ensure that building code regulations are met
H1	Manager - Projects Unit	Projects Unit MV2	NYSEG	Benchmark Data Available	WTW	APM530_M2	APM530	M2 (Manager)	Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)	Takes responsibility for projects involving transmission systems that carry high-power (typically above 34.5 KV) electricity from generating plants to substations and/or distribution systems that carry electricity (typically 34.5 KV and below) from substations to final consumers Typical projects include substation construction, generator interconnection, new transmission line construction, rebuilding and replacing switching equipment, breakers, transformers, GSUs (generator step-up transformers), or rebuilding and installing new transmission lines
F	Engineer - Electric System Engineering	Projects Unit Station 3	NYSEG	Insufficient Benchmark Data	WTW	AZE545_P2	AZE545	P2 (Intermediate)	Electric Systems Construction Design Standards Engineering_Intermediate (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Engineer - Electric System Engineering	Projects Unit Station 3	NYSEG	Insufficient Benchmark Data	WTW	AZE545_P2	AZE545	P2 (Intermediate)	Electric Systems Construction Design Standards Engineering_Intermediate (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
F	Engineer - Electric System Engineering	Projects Unit Station 3	NYSEG	Insufficient Benchmark Data	WTW	AZE545_P2	AZE545	P2 (Intermediate)	Electric Systems Construction Design Standards Engineering_Intermediate (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G	Manager - Programs/Projects	Projects Unit Station 3	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Project Manager	Projects Unit Station 3	NYSEG	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G1	Lead Engineer - Electric System Eng	Projects Unit Station 3	NYSEG	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
H1	Manager - Projects Unit	Projects Unit Station 3	NYSEG	Benchmark Data Available	WTW	APM530_M2	APM530	M2 (Manager)	Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)	Takes responsibility for projects involving transmission systems that carry high-power (typically above 34.5 KV) electricity from generating plants to substations and/or distribution systems that carry electricity (typically 34.5 KV and below) from substations to final consumers Typical projects include substation construction, generator interconnection, new transmission line construction, rebuilding and replacing switching equipment, breakers, transformers, GSUs (generator step-up transformers), or rebuilding and installing new transmission lines
F	Engineer - Substation Engineering	Projects Unit Stations Int/Pr 2	NYSEG	Benchmark Data Available	WTW	AZE540_P2	AZE540	P2 (Intermediate)	Electric Transmission Asset Planning and Operations Engineering_Intermediate (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
F	Field Construction Manager	Projects Unit Stations Int/Pr 2	NYSEG	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H1	Principal Engineer - Protection Eng	Protection & Control	NYSEG	Benchmark Data Available	WTW	AZE540_P4	AZE540	P4 (Specialist)	Electric Transmission Asset Planning and Operations Engineering_Specialist (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
H1	Principal Engineer - Protection Eng	Protection & Control	NYSEG	Benchmark Data Available	WTW	AZE540_P4	AZE540	P4 (Specialist)	Electric Transmission Asset Planning and Operations Engineering_Specialist (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
F	Engineer - Electric System Engineering	Protection & Control NY	NYSEG	Insufficient Benchmark Data	WTW	AZE545_P2	AZE545	P2 (Intermediate)	Electric Systems Construction Design Standards Engineering_Intermediate (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
I	Manager - Regional Operations	Regional Operations - Central Region	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I	Manager - Regional Operations	Regional Operations - East Region A	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I	Manager - Regional Operations	Regional Operations - East Region B	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Coordinator - Field Construction	Regional Operations - Lakes Region	NYSEG	Benchmark Data Available	WTW	EDD020_P3	EDD020	P3 (Career)	Electric Distribution Construction and/or Maintenance_Career (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
I	Manager - Regional Operations	Regional Operations - West Region A	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I	Manager - Regional Operations	Regional Operations A	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I	Manager - Regional Operations	Regional Operations B	NYSEG	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Pricing & Analysis	Regulatory & Tariffs	NYSEG	Benchmark Data Available	WTW	AMK080_P2	AMK080	P2 (Intermediate)	Pricing-Intermediate (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
I	Manager - Regulatory & Tariffs	Regulatory & Tariffs	NYSEG	Benchmark Data Available	WTW	AFT090_M2	AFT090	M2 (Manager)	Rates_Manager (Supervisory/Management)	Develops, analyzes, revises and administers the organization's tariff schedules Compiles, studies and maintains rate, revenue, load and customer data to assess the effectiveness of current tariff schedules and rules, and develops proposals to change the organization's existing rates and rules Typically found in regulated telecommunications, electric and/or gas utility organizations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Lead Analyst - Pricing & Analysis	Regulatory B I	NYSEG	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
G	Lead Analyst - Pricing & Analysis	Regulatory B I	NYSEG	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
E	Lead Analyst - Credit & Collections	Remittance Processing	NYSEG	Benchmark Data Available	WTW	AFC000_P3	AFC000	P3 (Career)	Credit and Collections Generalist/Multidiscipline_Career (Professional)	Minimizes financial risk to the organization by assessing and advising on creditworthiness of prospective and existing customers Investigates credit applications and approves applications within established guidelines for companies and individuals Liaises with corporate customers and other departments to resolve credit problems May collect and negotiate terms of payment on overdue accounts Responsibilities are within the Credit and Collections Function as a generalist or in a combination of Disciplines
H	Manager - Remittance Processing	Remittance Processing	NYSEG	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
E	Analyst - Programs	Research &Strategic Communications-ME&CT	NYSEG	Benchmark Data Available	WTW	EDE000_P2	EDE000	P2 (Intermediate)	Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)	Develops, promotes, and implements energy efficiency (EE), demand side management (DSM), demand response (DR) and conservation programs to meet established goals Develops, promotes and implements EE programs for new construction and upgrades to existing buildings such as tighter building envelopes (e.g., insulation) and HVAC ducts, high-efficiency HVAC equipment and HVAC tune-ups to reduce energy demand and meet regulatory and corporate goals Develops, promotes and implements DSM programs such as energy surveys, weatherization, load management, efficient lighting retrofits and tighter building envelopes Develops, promotes and implements DR programs such as load management, standby generation, pricing signals and interruptible service Provides customers with technical advice and assistance to design, procure and install energy efficient equipment and adopt demand-reduction initiatives Conducts cost-benefit analyses and evaluates the impact of EE, DSM and DR programs Ensures that programs are in compliance with regulatory guidelines and may be responsible for Public Utility Commission (PUC) funds awarded for DSM/EE programs
F	Lead Analyst - Advertising	Research &Strategic Communications-ME&CT	NYSEG	Benchmark Data Available	WTW	ACA120_P3	ACA120	P3 (Career)	Creative Design Services-Career (Professional)	Develops and maintains graphic designs (e.g., art, color themes, photographs, web pages), audio and video to support the organization's image, identity and brands Develops and maintains the organization's graphics standards, techniques and methods Develops the organization's website design and layout
I	Manager - Revenue Requirements	Revenue Requirements A	NYSEG	Benchmark Data Available	WTW	AFT010_M2	AFT010	M2 (Manager)	Financial Analysis_Manager (Supervisory/Management)	Performs economic research and studies of rates of return, depreciation and investments Analyzes profit-and-loss income statements and prepares reports and recommendations to management Generates forecasts and analyzes trends in sales, finance and other areas of business Researches economic progressions to assist the organization's financial planning Creates financial models of "what if" scenarios for future business planning decisions in areas such as new product development, new marketing strategies, etc.

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Sales & Load Forecasting	Sales & Load Forecasting	NYSEG	Benchmark Data Available	WTW	AFT010_P3	AFT010	P3 (Career)	Financial Analysis_Career (Professional)	Performs economic research and studies of rates of return, depreciation and investments Analyzes profit-and-loss income statements and prepares reports and recommendations to management Generates forecasts and analyzes trends in sales, finance and other areas of business Researches economic progressions to assist the organization's financial planning Creates financial models of "what if" scenarios for future business planning decisions in areas such as new product development, new marketing strategies, etc.
F	Lead Analyst - Sales & Load Forecasting	Sales & Load Forecasting	NYSEG	Benchmark Data Available	WTW	AFT010_P3	AFT010	P3 (Career)	Financial Analysis_Career (Professional)	Performs economic research and studies of rates of return, depreciation and investments Analyzes profit-and-loss income statements and prepares reports and recommendations to management Generates forecasts and analyzes trends in sales, finance and other areas of business Researches economic progressions to assist the organization's financial planning Creates financial models of "what if" scenarios for future business planning decisions in areas such as new product development, new marketing strategies, etc.
G	Lead Analyst - Pricing & Analysis	Sales & Load Forecasting	NYSEG	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
G	Lead Analyst - Pricing & Analysis	Sales & Load Forecasting	NYSEG	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
I	Manager - Sales & Load Forecasting	Sales & Load Forecasting	NYSEG	Benchmark Data Available	WTW	AFT010_M2	AFT010	M2 (Manager)	Financial Analysis_Manager (Supervisory/Management)	Performs economic research and studies of rates of return, depreciation and investments Analyzes profit-and-loss income statements and prepares reports and recommendations to management Generates forecasts and analyzes trends in sales, finance and other areas of business Researches economic progressions to assist the organization's financial planning Creates financial models of "what if" scenarios for future business planning decisions in areas such as new product development, new marketing strategies, etc.
H	Manager - Store Operations	Store Operations	NYSEG	Benchmark Data Available	WTW	ASC020_M2	ASC020	M2 (Manager)	Materials Management_Manager (Supervisory/Management)	Coordinates incoming and outgoing movement and storage of raw materials, finished products and parts that include functions such as warehousing, shop and delivery services to ensure material availability and delivery when needed to meet production schedules Compiles data on order volume, production schedules and forecasts and applies statistical methods to estimate future materials requirements
G	Supervisor - Stores	Stores - Binghamton	NYSEG	Benchmark Data Available	WTW	ASC025_M1	ASC025	M1 (Supervisor)	Inventory Control_Supervisor (Supervisory/Management)	Ensures that inventories are secure, properly identified and readily accessible to authorized personnel Maintains controls over various types of inventories (e.g., raw materials, subassemblies, finished goods) Conducts physical inventory counts and reconciles results with inventory records Ensures that quantities of incoming and outgoing shipments are correct Conducts analyses of inventory levels and coordinates with production and sales requirements
G	Supervisor - Stores	Stores - Brewster	NYSEG	Benchmark Data Available	WTW	ASC025_M1	ASC025	M1 (Supervisor)	Inventory Control_Supervisor (Supervisory/Management)	Ensures that inventories are secure, properly identified and readily accessible to authorized personnel Maintains controls over various types of inventories (e.g., raw materials, subassemblies, finished goods) Conducts physical inventory counts and reconciles results with inventory records Ensures that quantities of incoming and outgoing shipments are correct Conducts analyses of inventory levels and coordinates with production and sales requirements

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
I	Manager - Substation Operations	Substation Operations NYSEG	NYSEG	Benchmark Data Available	WTW	EDD020_M2	EDD020	M2 (Manager)	Electric Distribution Construction and/or Maintenance_Manager (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
F	Engineer - Electric Maintenance Engineer	Substation StandardizationMaintenanceCell	NYSEG	Benchmark Data Available	WTW	AZE543_P2	AZE543	P2 (Intermediate)	Electric Distribution Engineering_Intermediate (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
F	Lead Analyst - Electric Maintenance Eng	Substation StandardizationMaintenanceCell	NYSEG	Benchmark Data Available	WTW	EDD020_T3	EDD020	T3 (Senior)	Electric Distribution Construction and/or Maintenance_Senior (Technical Support)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
E	Engineer - Field Telecommunications	Telecommunications - NY	NYSEG	Insufficient Benchmark Data	WTW	EDD090_P2	EDD090	P2 (Intermediate)	Proprietary Telecommunications Systems_Intermediate (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements
E	Engineer - Field Telecommunications	Telecommunications - NY	NYSEG	Insufficient Benchmark Data	WTW	EDD090_P2	EDD090	P2 (Intermediate)	Proprietary Telecommunications Systems_Intermediate (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements
E	Engineer - Field Telecommunications	Telecommunications - NY	NYSEG	Insufficient Benchmark Data	WTW	EDD090_P2	EDD090	P2 (Intermediate)	Proprietary Telecommunications Systems_Intermediate (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements
I	Manager - Energy Control Center	Transmission System Operations	NYSEG	Benchmark Data Available	WTW	EDD010_M2	EDD010	M2 (Manager)	Electric Distribution Systems Operations_Manager (Supervisory/Management)	Operates electric power distribution system to ensure adequate distribution of electricity to meet power demands Calculates load estimates according to corrected weather and consumer-demand records and notifies power supply function of electric power required to meet fluctuating demands Monitors control board showing operating condition of lines and equipment throughout the system and makes adjustments or directs workers to make adjustments as conditions warrant Directs substations to de-energize malfunctioning circuits or adjusts switches to ensure safety of maintenance crew and avoid interruptions of service during repairs Notifies maintenance crew of location and de-energization of troubled sector and verifies that workers are clear of repaired equipment before directing energization of circuit May operate computer console programmed to automatically perform load-control functions

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Public Affairs	USC - NY Outreach & Development Networks	NYSEG	Benchmark Data Available	WTW	ACA020_P3	ACA020	P3 (Career)	Community Affairs/Relations_Career (Professional)	Develops and maintains a favorable relationship with the surrounding community Develops and coordinates programs to promote good will by disseminating information to the community and soliciting feedback from residents Organizes and supports employee volunteer programs and coordinates with local groups May participate in the organization's charitable giving programs as they affect community initiatives May represent the organization at community gatherings or forums
F	Lead Analyst - Public Affairs	USC - NY Outreach & Development Networks	NYSEG	Benchmark Data Available	WTW	ACA020_P3	ACA020	P3 (Career)	Community Affairs/Relations_Career (Professional)	Develops and maintains a favorable relationship with the surrounding community Develops and coordinates programs to promote good will by disseminating information to the community and soliciting feedback from residents Organizes and supports employee volunteer programs and coordinates with local groups May participate in the organization's charitable giving programs as they affect community initiatives May represent the organization at community gatherings or forums
H	Manager - Comm Outreach & Dev Brewster	USC - NY Outreach & Development Networks	NYSEG	Benchmark Data Available	WTW	ACA010_M2	ACA010	M2 (Manager)	Public Relations_Manager (Supervisory/Management)	Coordinates media relations and prepares external communications Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization Develops and maintains lines of communication with media contacts and other external audience groups
H	Manager-Regional Outreach & Development	USC - NY Outreach & Development Networks	NYSEG	Benchmark Data Available	WTW	ACA010_M2	ACA010	M2 (Manager)	Public Relations_Manager (Supervisory/Management)	Coordinates media relations and prepares external communications Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization Develops and maintains lines of communication with media contacts and other external audience groups
H	Manager-Regional Outreach & Development	USC - NY Outreach & Development Networks	NYSEG	Benchmark Data Available	WTW	ACA010_M2	ACA010	M2 (Manager)	Public Relations_Manager (Supervisory/Management)	Coordinates media relations and prepares external communications Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization Develops and maintains lines of communication with media contacts and other external audience groups
H	Manager-Regional Outreach & Development	USC - NY Outreach & Development Networks	NYSEG	Benchmark Data Available	WTW	ACA010_M2	ACA010	M2 (Manager)	Public Relations_Manager (Supervisory/Management)	Coordinates media relations and prepares external communications Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization Develops and maintains lines of communication with media contacts and other external audience groups
J	Director - Public Affairs	USC - NY Outreach & Development Networks	NYSEG	Insufficient Benchmark Data	WTW	ACA010_M4	ACA010	M4 (Group Manager)	Public Relations_Group Manager (Supervisory/Management)	Coordinates media relations and prepares external communications Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization Develops and maintains lines of communication with media contacts and other external audience groups
F	Lead Analyst - Vegetation Management	Vegetation - NY East	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY East	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Vegetation Management	Vegetation - NY East	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY East	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY East	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
H	Manager - Vegetation Management	Vegetation - NY East	NYSEG	Benchmark Data Available	WTW	EVM000_M2	EVM000	M2 (Manager)	Vegetation Management and Forestry Generalist/Multidiscipline_Manager (Supervisory/Management)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY West	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY West	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Vegetation Management	Vegetation - NY West	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY West	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY West	NYSEG	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
H	Manager - Vegetation Management	Vegetation - NY West	NYSEG	Benchmark Data Available	WTW	EVM000_M2	EVM000	M2 (Manager)	Vegetation Management and Forestry Generalist/Multidiscipline_Manager (Supervisory/Management)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Customer Relations Center	Vendor Performance Technology	NYSEG	Benchmark Data Available	WTW	AMS000_P3	AMS000	P3 (Career)	Customer Support/Operations Generalist/Multidiscipline_Career (Professional)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
I	Manager - Investment Planning	AM&P Planning	RGE	Benchmark Data Available	WTW	AFT010_M2	AFT010	M2 (Manager)	Financial Analysis_Manager (Supervisory/Management)	Performs economic research and studies of rates of return, depreciation and investments Analyzes profit-and-loss income statements and prepares reports and recommendations to management Generates forecasts and analyzes trends in sales, finance and other areas of business Researches economic progressions to assist the organization's financial planning Creates financial models of "what if" scenarios for future business planning decisions in areas such as new product development, new marketing strategies, etc.

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G1	Lead Engineer - Asset Management	Asset Management	RGE	Benchmark Data Available	WTW	AZE540_P3	AZE540	P3 (Career)	Electric Transmission Asset Planning and Operations Engineering_Career (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
E	Analyst - Billing & Risk Management	Billing & Risk Management A	RGE	Insufficient Benchmark Data	WTW	AE0510_P2	AE0510	P2 (Intermediate)	Bulk Power Market Settlements_Intermediate (P2)	Ensures timely and accurate settlement of transactions in accordance with the Open Access Transmission Tariff (OATT), including revenue collection, distribution, reconciliation, and ongoing analysis Develops and implements procedures to support the market and transmission settlement processes Identifies improvements to settlement procedures and software to improve accuracy, efficiency, and timeliness Participates in system development, and product implementation, certification and testing processes Resolves questions and disputes from market participants regarding settlement data and computations errors Is recognized as an expert in own area within the organization . Requires specialized depth and/or breadth of expertise. Interprets internal or external business issues and recommends solutions / best practices. Solves complex problems; takes a broad perspective to identify solutions. Works independently, with guidance in only the most complex situations. Progression to this level is typically restricted on the basis of business requirement
E	Analyst - CCS Business Support	Business Support & Solutions I	RGE	Benchmark Data Available	WTW	AID000_P2	AID000	P2 (Intermediate)	IT Development Generalist/Multidiscipline_Intermediate (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
F	Lead Analyst - Regulatory & Tariffs	CBS Regulatory	RGE	Benchmark Data Available	WTW	AFT090_P3	AFT090	P3 (Career)	Rates_Career (Professional)	Develops, analyzes, revises and administers the organization's tariff schedules Compiles, studies and maintains rate, revenue, load and customer data to assess the effectiveness of current tariff schedules and rules, and develops proposals to change the organization's existing rates and rules Typically found in regulated telecommunications, electric and/or gas utility organizations
F	Lead Analyst - Regulatory & Tariffs	CBS Regulatory	RGE	Benchmark Data Available	WTW	AFT090_P3	AFT090	P3 (Career)	Rates_Career (Professional)	Develops, analyzes, revises and administers the organization's tariff schedules Compiles, studies and maintains rate, revenue, load and customer data to assess the effectiveness of current tariff schedules and rules, and develops proposals to change the organization's existing rates and rules Typically found in regulated telecommunications, electric and/or gas utility organizations
E	Chemist A	Chem Lab	RGE	Insufficient Benchmark Data	WTW	AZT110_P2	AZT110	P2 (Intermediate)	Chemistry Technical Specialty-Intermediate (Professional)	Assists chemists and chemical engineers conducting chemical and physical laboratory tests using instrumental techniques in making qualitative and quantitative analyses of solids, liquids and gaseous materials related to product development or quality control of production processes or products Performs quantitative and qualitative analyses in organic, inorganic, physical, analytical chemistry, photochemistry or electrochemistry to determine the chemical and physical properties of materials, liquids and gases Has full proficiency in a range of technical processes or procedures (or deep skills in a single area) through job-related training and considerable work experience Completes a variety of atypical assignments Works within defined technical processes and procedures or methodologies and may help determine the appropriate approach for new assignments Works with a limited degree of supervision, with oversight focused only on complex new assignments Acts as an informal resource for colleagues with less experience

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec Rochester A	RGE	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec Rochester B	RGE	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec Rochester C	RGE	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec Rochester D	RGE	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec Rochester F	RGE	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Foreperson - Subway	Const. & Maint. Elec Rochester G	RGE	Benchmark Data Available	WTW	EDD000_P3	EDD000	P3 (Career)	Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec Rochester G	RGE	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec Rochester I	RGE	Benchmark Data Available	WTW	EDD020_M1	EDD020	M1 (Supervisor)	Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
B	Representative - Credit & Collections	Credit & Collections	RGE	Benchmark Data Available	WTW	AFC020_U2	AFC020	U2 (Intermediate)	Collections_Intermediate (Business Support)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
B	Representative-Customer Relations Center	Credit & Collections	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Credit & Collections	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
B	Representative-Customer Relations Center	Credit & Collections	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Customer Advocate	Credit & Collections	RGE	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
E	Analyst - Customer Advocate	Credit & Collections	RGE	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
E	Analyst - Customer Advocate	Credit & Collections	RGE	Benchmark Data Available	WTW	AMS010_P2	AMS010	P2 (Intermediate)	Customer Service_Intermediate (Professional)	Provides customer services relating to sales, sales promotions, installations and communications Ensures that good customer relations are maintained and customer claims and complaints are resolved fairly, effectively and in accordance with the consumer laws Develops organization-wide initiatives to proactively inform and educate customers Develops improvement plans in response to customer surveys
F	Supervisor - Credit & Collections	Credit & Collections	RGE	Benchmark Data Available	WTW	AMS040_M1	AMS040	M1 (Supervisor)	Customer Billing Resolution_Supervisor (Supervisory/Management)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
B	Representative - Credit & Collections	Credit & Collections - RG&E	RGE	Benchmark Data Available	WTW	AFC020_U2	AFC020	U2 (Intermediate)	Collections_Intermediate (Business Support)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
B	Representative - Credit & Collections	Credit & Collections - RG&E	RGE	Benchmark Data Available	WTW	AFC020_U2	AFC020	U2 (Intermediate)	Collections_Intermediate (Business Support)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
B	Representative - Credit & Collections	Credit & Collections - RG&E	RGE	Benchmark Data Available	WTW	AFC020_U2	AFC020	U2 (Intermediate)	Collections_Intermediate (Business Support)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
B	Representative - Credit & Collections	Credit & Collections - RG&E	RGE	Benchmark Data Available	WTW	AFC020_U2	AFC020	U2 (Intermediate)	Collections_Intermediate (Business Support)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
B	Representative - Credit & Collections	Credit & Collections - RG&E	RGE	Benchmark Data Available	WTW	AFC020_U2	AFC020	U2 (Intermediate)	Collections_Intermediate (Business Support)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
B	Representative - Credit & Collections	Credit & Collections - RG&E	RGE	Benchmark Data Available	WTW	AFC020_U2	AFC020	U2 (Intermediate)	Collections_Intermediate (Business Support)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
E	Analyst - Credit & Collections	Credit & Collections - RG&E	RGE	Insufficient Benchmark Data	WTW	AFC020_P2	AFC020	P2 (Intermediate)	Collections_Intermediate (Professional)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
E	Analyst - Credit & Collections	Credit & Collections - RG&E	RGE	Insufficient Benchmark Data	WTW	AFC020_P2	AFC020	P2 (Intermediate)	Collections_Intermediate (Professional)	Collects and negotiates terms of payment on overdue accounts with corporate and individual clients Conducts investigations and collection activities from an office or in the field
F	Supervisor - Credit & Collections	Credit & Collections - RG&E	RGE	Benchmark Data Available	WTW	AMS040_M1	AMS040	M1 (Supervisor)	Customer Billing Resolution_Supervisor (Supervisory/Management)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Lead Analyst - Credit & Collections	CUC Credit & Collections	RGE	Benchmark Data Available	WTW	AFC000_P3	AFC000	P3 (Career)	Credit and Collections Generalist/Multidiscipline_Career (Professional)	Minimizes financial risk to the organization by assessing and advising on creditworthiness of prospective and existing customers Investigates credit applications and approves applications within established guidelines for companies and individuals Liaises with corporate customers and other departments to resolve credit problems May collect and negotiate terms of payment on overdue accounts Responsibilities are within the Credit and Collections Function as a generalist or in a combination of Disciplines
B	Representative - Customer Billing	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS040_U2	AMS040	U2 (Intermediate)	Customer Billing Resolution_Intermediate (Business Support)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
B	Representative-Customer Relations Center	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
B	Representative-Customer Relations Center	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Customer Billing	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS030_P2	AMS030	P2 (Intermediate)	High Volume Customer Billing_Intermediate (Professional)	Prepares, generates, prints, records and mails customer bills for monthly services, such as energy and telecommunications, using an automated high volume billing system Ensures that the automated billing system is operated and maintained in a manner that efficiently produces accurate bills Prepares daily, monthly and other periodic billing summary reports and financial statements Maintains, monitors and analyzes account records
E	Analyst - Customer Billing	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS030_P2	AMS030	P2 (Intermediate)	High Volume Customer Billing_Intermediate (Professional)	Prepares, generates, prints, records and mails customer bills for monthly services, such as energy and telecommunications, using an automated high volume billing system Ensures that the automated billing system is operated and maintained in a manner that efficiently produces accurate bills Prepares daily, monthly and other periodic billing summary reports and financial statements Maintains, monitors and analyzes account records
F	Lead Analyst - Customer Service	Customer Billing - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_P3	AMS000	P3 (Career)	Customer Support/Operations Generalist/Multidiscipline_Career (Professional)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Customer Billing	Customer Billing - RG&E Team A	RGE	Insufficient Benchmark Data	WTW	AMS090_M1	AMS090	M1 (Supervisor)	Customer Contact Center Training/Coaching_Supervisor (Supervisory/Management)	Provides training and development for contact center staff through continual review, feedback and on-the-job development Listens to recorded and/or real-time calls to evaluate the contact center staff's skills in dealing with customers, as well as the accuracy and effectiveness of information or advice provided to customers May act as "floorwalkers" to give immediate assistance to contact center staff regarding customer inquiries which they are unable to answer
B	Representative - Field Customer Service	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
B	Representative-Customer Relations Center	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Customer Billing	Customer Billing - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS030_P2	AMS030	P2 (Intermediate)	High Volume Customer Billing_Intermediate (Professional)	Prepares, generates, prints, records and mails customer bills for monthly services, such as energy and telecommunications, using an automated high volume billing system Ensures that the automated billing system is operated and maintained in a manner that efficiently produces accurate bills Prepares daily, monthly and other periodic billing summary reports and financial statements Maintains, monitors and analyzes account records
G	Supervisor - Customer Billing	Customer Billing - RG&E Team B	RGE	Insufficient Benchmark Data	WTW	AMS090_M1	AMS090	M1 (Supervisor)	Customer Contact Center Training/Coaching_Supervisor (Supervisory/Management)	Provides training and development for contact center staff through continual review, feedback and on-the-job development Listens to recorded and/or real-time calls to evaluate the contact center staff's skills in dealing with customers, as well as the accuracy and effectiveness of information or advice provided to customers May act as "floorwalkers" to give immediate assistance to contact center staff regarding customer inquiries which they are unable to answer

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A	Customer Representative - Trainee	Customer Relations Center - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Support/Operations Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
A	Customer Representative - Trainee	Customer Relations Center - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Support/Operations Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Relations Center - RG&E Team A	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
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B	Representative-Customer Relations Center	Customer Relations Center - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
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F	Supervisor - Customer Relations Center	Customer Relations Center - RG&E Team B	RGE	Benchmark Data Available	WTW	AMS020_M1	AMS020	M1 (Supervisor)	Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints
B	Representative-Customer Relations Center	Customer Relations Center - RG&E Team C	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
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F	Supervisor - Customer Relations Center	Customer Relations Center - RG&E Team C	RGE	Benchmark Data Available	WTW	AMS020_M1	AMS020	M1 (Supervisor)	Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outboard service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints

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B	Representative-Customer Relations Center	Customer Relations Center - RG&E Team D	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
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B	Representative-Customer Relations Center	Customer Relations Center - RG&E Team F	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Customer Relations Center - RG&E Team F	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
F	Supervisor - Customer Relations Center	Customer Relations Center - RG&E Team F	RGE	Benchmark Data Available	WTW	AMS020_M1	AMS020	M1 (Supervisor)	Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints
F	Sr Compliance & Performance Specialist	Customer Service Budgets and Compliance	RGE	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
J	Director - Customer Service	Customer Service Field-NY	RGE	Benchmark Data Available	WTW	AMS000_M3	AMS000	M3 (Senior Manager)	Customer Support/Operations Generalist/Multidiscipline_Senior Manager (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Customer Satisfaction	Customer Service Quality	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
E	Analyst - Customer Satisfaction	Customer Service Quality	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
G	Customer Service Quality - Regional Lead	Customer Service Quality	RGE	Insufficient Benchmark Data	WTW	AMS026_P4	AMS026	P4 (Specialist)	Customer Contact Center Process Improvement-Specialist (Professional)	Analyzes and measures the effectiveness of existing contact center processes and develops sustainable, repeatable and quantifiable process improvements Collects and analyzes contact center activity data and initiates, develops and recommends improvements to systems, processes and procedures to increase productivity and reduce cost Monitors resource requirements, call volume, quality and efficiency of customer contact center operations Collaborates with training resources to provide training on improved processes
H	Supervisor - Dispatch & ECC	Dispatch & ECC C	RGE	Insufficient Benchmark Data	WTW	AZE130_M2	AZE130	M2 (Manager)	Computer Control Systems Electronics Engineering-Manager (Supervisory/Management)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
I	Sr Manager - Energy Control Centers	Dispatch & ECC CMP A	RGE	Benchmark Data Available	WTW	EDD010_M3	EDD010	M3 (Senior Manager)	Electric Distribution Systems Operations_Senior Manager (Supervisory/Management)	Operates electric power distribution system to ensure adequate distribution of electricity to meet power demands Calculates load estimates according to corrected weather and consumer-demand records and notifies power supply function of electric power required to meet fluctuating demands Monitors control board showing operating condition of lines and equipment throughout the system and makes adjustments or directs workers to make adjustments as conditions warrant Directs substations to de-energize malfunctioning circuits or adjusts switches to ensure safety of maintenance crew and avoid interruptions of service during repairs Notifies maintenance crew of location and de-energization of troubled sector and verifies that workers are clear of repaired equipment before directing energization of circuit May operate computer console programmed to automatically perform load-control functions
F	Lead Analyst - Energy Control Center	Dispatch & ECC H	RGE	Benchmark Data Available	WTW	EDD010_P4	EDD010	P4 (Specialist)	Electric Distribution Systems Operations_Specialist (Professional)	Operates electric power distribution system to ensure adequate distribution of electricity to meet power demands Calculates load estimates according to corrected weather and consumer-demand records and notifies power supply function of electric power required to meet fluctuating demands Monitors control board showing operating condition of lines and equipment throughout the system and makes adjustments or directs workers to make adjustments as conditions warrant Directs substations to de-energize malfunctioning circuits or adjusts switches to ensure safety of maintenance crew and avoid interruptions of service during repairs Notifies maintenance crew of location and de-energization of troubled sector and verifies that workers are clear of repaired equipment before directing energization of circuit May operate computer console programmed to automatically perform load-control functions
H	Supervisor - Dispatch & ECC	Dispatch & ECC R	RGE	Insufficient Benchmark Data	WTW	AZE130_M2	AZE130	M2 (Manager)	Computer Control Systems Electronics Engineering-Manager (Supervisory/Management)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
E	Associate Engineer - Substation	E&D Electric System Engineering F	RGE	Benchmark Data Available	WTW	AZE540_P1	AZE540	P1 (Entry)	Electric Transmission Asset Planning and Operations Engineering_Entry (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
G1	Lead Engineer - Electric System Eng	E&D Electric System Engineering F	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Electric System Eng	E&D Electric System Engineering F	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
I1	Manager-Elec Capital Integrated Projects	E&D Electric System Engineering F	RGE	Benchmark Data Available	WTW	EDD000_M3	EDD000	M3 (Senior Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Senior Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Project Manager - Gas	E&D Gas Design & Delivery	RGE	Insufficient Benchmark Data	WTW	APM540_P4	APM540	P4 (Specialist)	Gas Transmission and/or Distribution Project Management_Specialist (Professional)	Takes responsibility for projects involving gas transmission systems that transport natural gas by pipeline, including incidental storage and/or gas distribution systems that transport natural gas to the final consumer Typical projects include system expansion, installation and construction of pipelines, compression, storage, measurement, and meter and pump station facilities
F	Engineer - Gas Engineering	E&D Gas Engineering - West A	RGE	Benchmark Data Available	WTW	AZE573_P2	AZE573	P2 (Intermediate)	Gas Distribution Engineering_Intermediate (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
F	Engineer - Gas Engineering	E&D Gas Engineering - West A	RGE	Benchmark Data Available	WTW	AZE573_P2	AZE573	P2 (Intermediate)	Gas Distribution Engineering_Intermediate (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G1	Lead Engineer - Gas Engineering	E&D Gas Engineering - West A	RGE	Benchmark Data Available	WTW	AZE573_P3	AZE573	P3 (Career)	Gas Distribution Engineering_Career (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G1	Lead Engineer - Gas Engineering	E&D Gas Engineering - West A	RGE	Benchmark Data Available	WTW	AZE573_P3	AZE573	P3 (Career)	Gas Distribution Engineering_Career (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G1	Lead Engineer - Gas Engineering	E&D Gas Engineering - West A	RGE	Benchmark Data Available	WTW	AZE573_P3	AZE573	P3 (Career)	Gas Distribution Engineering_Career (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
H1	Supervisor - Gas Engineering	E&D Gas Engineering - West A	RGE	Insufficient Benchmark Data	WTW	AZE573_P4	AZE573	P4 (Specialist)	Gas Distribution Engineering_Specialist (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
H1	Principal Engineer -Gas Eng Des&Delivery	E&D Gas Engineering A	RGE	Insufficient Benchmark Data	WTW	AZE575_P4	AZE575	P4 (Specialist)	Gas System Planning Engineering_Specialist (P4)	Determines need, size, location and timing of system development to balance economic, environmental, community and regulatory constraints and reliability needs
E	Associate Engineer - Gas Engineering	E&D Gas Engineering B	RGE	Insufficient Benchmark Data	WTW	AZE573_P1	AZE573	P1 (Entry)	Gas Distribution Engineering_Entry (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
F	Engineer - Gas Engineering	E&D Gas Engineering B	RGE	Benchmark Data Available	WTW	AZE573_P2	AZE573	P2 (Intermediate)	Gas Distribution Engineering_Intermediate (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G1	Lead Engineer - Gas Engineering	E&D Gas Engineering B	RGE	Benchmark Data Available	WTW	AZE573_P3	AZE573	P3 (Career)	Gas Distribution Engineering_Career (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
H1	Manager - Gas Engineering	E&D Gas Engineering B	RGE	Benchmark Data Available	WTW	AZE573_M2	AZE573	M2 (Manager)	Gas Distribution Engineering_Manager (Supervisory/Management)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
E	Associate Engineer - Gas Engineering	E&D Gas Engineering C	RGE	Insufficient Benchmark Data	WTW	AZE573_P1	AZE573	P1 (Entry)	Gas Distribution Engineering_Entry (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G1	Lead Engineer - Gas Engineering	E&D Gas Engineering C	RGE	Benchmark Data Available	WTW	AZE573_P3	AZE573	P3 (Career)	Gas Distribution Engineering_Career (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G1	Lead Engineer - Gas Engineering	E&D Gas Engineering C	RGE	Benchmark Data Available	WTW	AZE573_P3	AZE573	P3 (Career)	Gas Distribution Engineering_Career (Professional)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
H1	Manager - Gas Engineering	E&D Gas Engineering C	RGE	Benchmark Data Available	WTW	AZE573_M2	AZE573	M2 (Manager)	Gas Distribution Engineering_Manager (Supervisory/Management)	Plans, designs and engineers the distribution systems for natural gas Installs and inspects rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G1	Lead Engineer - Hydro	E&D Gas Engineering E	RGE	Insufficient Benchmark Data	WTW	AZE555_P4	AZE555	P4 (Specialist)	Hydroelectric Power Generation Engineering_Specialist (Professional)	Designs, develops, and improves hydroelectric power plant operations and/or maintains plant facilities and mechanical equipment in safe, efficient and economical working conditions through the direction or performance of maintenance activities
G1	Lead Engineer - Hydro	E&D Gas Engineering E	RGE	Insufficient Benchmark Data	WTW	AZE555_P4	AZE555	P4 (Specialist)	Hydroelectric Power Generation Engineering_Specialist (Professional)	Designs, develops, and improves hydroelectric power plant operations and/or maintains plant facilities and mechanical equipment in safe, efficient and economical working conditions through the direction or performance of maintenance activities
H1	Manager -Electric Capital Delivery Hydro	E&D Gas Engineering E	RGE	Benchmark Data Available	WTW	EDD010_M2	EDD010	M2 (Manager)	Electric Distribution Systems Operations_Manager (Supervisory/Management)	Operates electric power distribution system to ensure adequate distribution of electricity to meet power demands Calculates load estimates according to corrected weather and consumer-demand records and notifies power supply function of electric power required to meet fluctuating demands Monitors control board showing operating condition of lines and equipment throughout the system and makes adjustments or directs workers to make adjustments as conditions warrant Directs substations to de-energize malfunctioning circuits or adjusts switches to ensure safety of maintenance crew and avoid interruptions of service during repairs Notifies maintenance crew of location and de-energization of troubled sector and verifies that workers are clear of repaired equipment before directing energization of circuit May operate computer console programmed to automatically perform load-control functions
F	Lead Analyst - Compliance	E&D Gas Project & Programs	RGE	Benchmark Data Available	WTW	AHS030_P3	AHS030	P3 (Career)	Health and Safety_Career (Professional)	Conducts studies and investigations to ensure compliance with government safety and health laws, standards and regulations, and industrial hygiene Investigates accidents and promotes safety-conscious work performance and training programs Provides safety performance measures Determines root cause analyses
F	Lead Analyst - Gas Engineering	E&D Gas Project & Programs	RGE	Insufficient Benchmark Data	WTW	AZT571_P3	AZT571	P3 (Career)	Gas Trans and/or Distribution Tech Spty_Career (P3)	Provides expert technical support for gas transmission systems that transport natural gas by pipeline, including incidental storage and/or gas distribution systems that transport natural gas to the final consumer by pipeline Focuses on pipeline and compressor systems for natural gas transmission and/or distribution, including activities such as installing and/or inspecting rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G	Manager - Programs/Projects	E&D MGP Projects	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Project Manager	E&D MGP Projects	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H1	Mgr Remediation & Environmental Project	E&D MGP Projects	RGE	Benchmark Data Available	WTW	AHS020_M2	AHS020	M2 (Manager)	Environmental Remediation_Manager (Supervisory/Management)	Ensures that sites contaminated with hazardous waste and production by-products are cleaned up in accordance with government regulations Takes responsibility for site investigations, operation of treatment systems and soil/groundwater sampling Plans, develops and executes remediation project(s) using appropriate methods, technologies and personal protective equipment to minimize the potential for catastrophic releases of, or exposure to, toxic, reactive, flammable or explosive chemicals during the remediation Determines which neutralization and/or cleaning agents are used and their methods of application and containment Collects, handles and contains waste from decontamination processes; may be responsible for waste repositories (e.g., landfills)
E	Associate Engineer - Substation	EHS Compliance Projects	RGE	Benchmark Data Available	WTW	AZE540_P1	AZE540	P1 (Entry)	Electric Transmission Asset Planning and Operations Engineering_Entry (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
G1	Lead Engineer - Substation	EHS Compliance Projects	RGE	Benchmark Data Available	WTW	AZE540_P3	AZE540	P3 (Career)	Electric Transmission Asset Planning and Operations Engineering_Career (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
G1	Lead Line Engineer	EHS Compliance Projects	RGE	Insufficient Benchmark Data	WTW	AZE579_P3	AZE579	P3 (Career)	Major Construction Engineering Generalist/Multidiscipline_Career (Professional)	Plans, directs and participates in the design, cost and scheduling of major construction projects Prepares plans, designs and analyses in accordance with established codes, standards and drawings Develops and maintains project budgets, forecasts and cash flows Provides overall project schedule development, monitoring, progress measurement and change order management Monitors and analyzes performance of subcontractors Inspects construction work in progress to ensure compliance with design specifications and recommends corrective action and/or improvements as needed Communicates with government agencies to ensure that building code regulations are met
G1	Manager - Construction	EHS Compliance Projects	RGE	Insufficient Benchmark Data	WTW	EDD020_P4	EDD020	P4 (Specialist)	Electric Distribution Construction and/or Maintenance_Specialist (P4)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Field Construction Manager	Electric Capital Substation Projects	RGE	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
G	Manager - Programs/Projects	Electric Capital Substation Projects	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G1	Electrical Engineer Substation Lead	Electric Capital Substation Projects	RGE	Benchmark Data Available	WTW	AZE540_P3	AZE540	P3 (Career)	Electric Transmission Asset Planning and Operations Engineering_Career (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
G1	Electrical Engineer Substation Lead	Electric Capital Substation Projects	RGE	Benchmark Data Available	WTW	AZE540_P3	AZE540	P3 (Career)	Electric Transmission Asset Planning and Operations Engineering_Career (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
G1	Lead Engineer - Electric System Eng	Electric Capital Substation Projects	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Electric System Eng	Electric Capital Substation Projects	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Electric System Eng	Electric Capital Substation Projects	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G1	Manager - Construction	Electric Capital Substation Projects	RGE	Insufficient Benchmark Data	WTW	EDD020_P4	EDD020	P4 (Specialist)	Electric Distribution Construction and/or Maintenance_Specialist (P4)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
I1	Manager-Elec Capital Substation Projects	Electric Capital Substation Projects	RGE	Benchmark Data Available	WTW	EDD000_M3	EDD000	M3 (Senior Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Senior Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
F	Lead Analyst - Field Operations	Electric Distribution NY	RGE	Benchmark Data Available	WTW	EDD000_P3	EDD000	P3 (Career)	Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
F	Engineer - Distribution Planning	Electric Distribution Planning NY	RGE	Benchmark Data Available	WTW	AZE543_P3	AZE543	P3 (Career)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
F	Engineer - Distribution Planning	Electric Distribution Planning NY	RGE	Benchmark Data Available	WTW	AZE543_P3	AZE543	P3 (Career)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
G1	Lead Engineer - Distribution Planning	Electric Distribution Planning NY	RGE	Benchmark Data Available	WTW	AZE543_P4	AZE543	P4 (Specialist)	Electric Distribution Engineering_Specialist (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
I	Manager - Integrated Field Cons Design	Electric Distribution QA/QC	RGE	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst-Electric Supplier Services	Electric Supplier Services	RGE	Insufficient Benchmark Data	WTW	EMT002_P3	EMT002	P3 (Career)	Energy Trading - Electricity_Career (Professional)	Buys and sells electricity in the short- and intermediate-term markets to maximize profitability while ensuring that all activities are aligned with the organization's portfolio strategy Focuses on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions Typically has full authority to commit to individual purchase or sale of electricity transactions up to a predefined limit Conducts trades via contacts with producers, traders and power delivery organizations in compliance with the organization's energy marketing policies and procedures Monitors competitive conditions and variables that influence pricing, availability and reliability of power sources
F	Lead Analyst - Dispatch & ECC	Energy Control Center	RGE	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
F	Analyst - Dispatch & ECC	Energy Control Systems A	RGE	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
F	Lead Analyst - Dispatch & ECC	Energy Control Systems A	RGE	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
F	Lead Analyst - Dispatch & ECC	Energy Control Systems A	RGE	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Lead Analyst-Energy Control Systems Tech	Energy Control Systems A	RGE	Benchmark Data Available	WTW	AZE130_P3	AZE130	P3 (Career)	Computer Control Systems Electronics Engineering-Career (Professional)	Implements, tests, troubleshoots and improves electronic automation and controls systems in manufacturing/production/operations processes to increase production quality, efficiency and volume Checks control system schematics and specifications and uses software and testing equipment to diagnose and resolve system malfunctions Develops and defines control system applications for various machinery and equipment using technologies or platforms such as ladder logic programming for programmable logic controllers (PLCs), human machine interfaces (HMIs), data control systems (DCSs), supervisory control and data acquisition (SCADA), computerized numerical control (CNC) systems or motion control technology
G	Lead Analyst - Environmental Services	Environmental Management	RGE	Benchmark Data Available	WTW	AHS010_P4	AHS010	P4 (Specialist)	Environmental Science_Specialist (Professional)	Develops and implements programs to ensure that environment regulatory obligations are fulfilled in a cost-effective manner and that environmental risks are effectively managed Analyzes and maintains detailed records of pollutant concentrations in air, water, plant and soil samples Assists field locations in pollution prevention and waste minimization programs through periodic monitoring and technical guidance Conducts research on the degradation of pollutants in the environment, including streams, sediments and groundwater Maintains detailed records and prepares related reports and studies for submission to regulatory agencies
G	Lead Analyst - Environmental Services	Environmental Management	RGE	Benchmark Data Available	WTW	AHS010_P4	AHS010	P4 (Specialist)	Environmental Science_Specialist (Professional)	Develops and implements programs to ensure that environment regulatory obligations are fulfilled in a cost-effective manner and that environmental risks are effectively managed Analyzes and maintains detailed records of pollutant concentrations in air, water, plant and soil samples Assists field locations in pollution prevention and waste minimization programs through periodic monitoring and technical guidance Conducts research on the degradation of pollutants in the environment, including streams, sediments and groundwater Maintains detailed records and prepares related reports and studies for submission to regulatory agencies
F	Engineer - Electric System Engineering	EPE Protection & Control	RGE	Insufficient Benchmark Data	WTW	AZE545_P2	AZE545	P2 (Intermediate)	Electric Systems Construction Design Standards Engineering_Intermediate (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G	Supervisor - Field Customer Service	Field Customer Service - Lockport	RGE	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - RGE Team B	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Field Customer Service	Field Customer Service - RGE Team B	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
F	Lead Analyst - Field Customer Service	Field Customer Service - RGE Team B	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - Field Customer Service	Field Customer Service - RGE Team B	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
F	Lead Analyst - Field Customer Service	Field Customer Service - RGE Team B	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
F	Lead Analyst - Field Customer Service	Field Customer Service - RGE Team B	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
G	Supervisor - Field Customer Service	Field Customer Service - RGE Team B	RGE	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Field Customer Service - RGE Team C	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Field Customer Service	Field Customer Service - RGE Team C	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
E	Analyst - Field Customer Service	Field Customer Service - RGE Team C	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
E	Analyst - Field Customer Service	Field Customer Service - RGE Team C	RGE	Insufficient Benchmark Data	WTW	AMS040_P2	AMS040	P2 (Intermediate)	Customer Billing Resolution_Intermediate (Professional)	Investigates, analyzes, negotiates, resolves, documents and reports on consumer and commercial billing issues and complaints against the organization Identifies solutions that address billing issues and presents appropriate resolution options to customers Negotiates and authorizes billing settlements within established limits and adjusts customer accounts
G	Supervisor - Field Customer Service	Field Customer Service - RGE Team C	RGE	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U2	AMS000	U2 (Intermediate)	Customer Service_Intermediate (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
B	Representative-Customer Relations Center	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_U1	AMS000	U1 (Entry)	Customer Contact Center Generalist/Multidiscipline_Entry (Business Support)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Supervisor - Field Customer Service	Field Customer Service - Walk In Office	RGE	Benchmark Data Available	WTW	AMS000_M1	AMS000	M1 (Supervisor)	Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
E	Analyst - Key Account Management	Field Relationship Management NY - TeamA	RGE	Benchmark Data Available	WTW	AMK040_P2	AMK040	P2 (Intermediate)	Market Research/Intelligence_Intermediate (Professional)	Performs analyses and prepares forecasts and recommendations in the areas of product preferences, sales coverage, market penetration, market practices and sales trends Researches market conditions to determine potential sales of a product
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	RGE	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	RGE	Benchmark Data Available	WTW	CAM500_S3	CAM500	S3 (Career)	Key Accounts_Career (Customer/Client Management and Sales)	Manages accounts of customers with substantial energy usage such as commercial or industrial consumers, universities and local municipalities Identifies, develops and typically closes new sales opportunities

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
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G	Supervisor - Corrosion Engineering	Gas Operations - Corrosion Engineering B	RGE	Insufficient Benchmark Data	WTW	AZE575_P4	AZE575	P4 (Specialist)	Gas System Planning Engineering_Specialist (P4)	Determines need, size, location and timing of system development to balance economic, environmental, community and regulatory constraints and reliability needs
F	Lead Analyst - Programs	Gas Ops - Performance & Budgets	RGE	Benchmark Data Available	WTW	AQY020_P3	AQY020	P3 (Career)	Business Process Improvement_Career (Professional)	Analyzes and measures the effectiveness of existing business processes and develops sustainable, repeatable and quantifiable business process improvements Researches best business practices within and outside the organization to establish benchmark data Collects and analyzes process data to initiate, develop and recommend business practices and procedures that focus on enhanced safety, increased productivity and reduced cost Determines how new information technologies can support reengineering business processes May specialize in one or more of the following areas benchmarking, business process analysis and reengineering, change management and measurement, and/or process-driven systems requirements
G	Supervisor - Process Improvement	Gas Ops - Performance & Budgets	RGE	Benchmark Data Available	WTW	EDD040_M1	EDD040	M1 (Supervisor)	Gas Distribution System Operations_Supervisor (Supervisory/Management)	Calculates and controls the flow of natural gas through the system to maintain volume and pressure for adequate supply Monitors telemetric instruments to determine gas pressure, volume and consumption Reviews supply and demand data such as gas quality, pressure, weather conditions and time of day to forecast load adjustment
I	Manager - Regional Operations	Gas Ops - Performance & Budgets	RGE	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Lead Analyst - Office Support	GENSRV Business Technical Services	RGE	Benchmark Data Available	WTW	ARE020_U4	ARE020	U4 (Lead)	Facilities Management-Lead/Advanced (Business Support)	Ensures the optimal utilization of the organization's facilities Assesses and evaluates the physical space requirements of the organization and recommends plans to meet needs Ensures proper functioning of facilities through ongoing inspection and maintenance
H	Manager - Facilities	GENSRV Facilities Mgmt Networks A	RGE	Benchmark Data Available	WTW	ARE020_M2	ARE020	M2 (Manager)	Facilities Management-Manager (Supervisory/Management)	Ensures the optimal utilization of the organization's facilities Assesses and evaluates the physical space requirements of the organization and recommends plans to meet needs Ensures proper functioning of facilities through ongoing inspection and maintenance
D	Fleet Stockkeeper	GENSRV Fleet Services - Oneonta Networks	RGE	Insufficient Benchmark Data	WTW	ASC050_P2	ASC050	P2 (Intermediate)	Transportation-Intermediate (Professional)	Analyzes transportation and distribution systems and procedures to ensure the efficient and economical delivery of the organization's products Reviews proposals and makes recommendations for modifications in rates and transportation regulations Evaluates freight classifications, tariff rates and operating efficiency to ensure the proper delivery of products Plans and coordinates fleet operations, including acquisition, scheduling, maintenance service and repair, and disposal of trucks, and hires common carriers (third-party transportation companies) as appropriate
G	Supervisor - Real Estate	GENSRV Real Estate Services West	RGE	Benchmark Data Available	WTW	ARE000_M1	ARE000	M1 (Supervisor)	Real Estate and Facilities Generalist/Multidiscipline-Supervisor (Supervisory/Management)	Plans, controls and directs real estate activities; identifies, acquires or leases land and buildings for the organization's operations May negotiate right-of-way easements Ensures the optimal utilization of the organization's facilities Disposes of facilities that are no longer required by the organization Responsibilities are within the Real Estate and Facilities Function as a generalist or in a combination of Disciplines
F	Lead Analyst - GIS Operations I	GIS Operations - NY B	RGE	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographic Information Systems (GIS) - Career (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
F	Lead Analyst - GIS Operations I	GIS Operations - NY B	RGE	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographic Information Systems (GIS) - Career (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - GIS Operations I	GIS Operations - NY B	RGE	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographic Information Systems (GIS) - Career (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
F	Lead Analyst - GIS Operations I	GIS Operations - NY B	RGE	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographic Information Systems (GIS) - Career (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
G	Supervisor - Construction & Maintenance	Hornell Const. & Maint. - Gas	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	RGE	Benchmark Data Available	WTW	AHS000_P3	AHS000	P3 (Career)	Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)	Designs, develops, implements and oversees the organization's environmental, health and safety programs and procedures to safeguard employees and surrounding communities and to ensure that all facilities are in compliance with regulations Responsibilities are within the Environmental Health and Safety Function as a generalist or in a combination of Disciplines
D	Technician - Boiler/Repairer	Hydro Operations & Maintenance	RGE	Insufficient Benchmark Data	WTW	AZT040_P2	AZT040	P2 (Intermediate)	Facilities Technical Specialty-Intermediate (Professional)	Operates, monitors and maintains utilities, including HVAC (heating, ventilation and air conditioning) setup, maintenance and balancing, WFI (water for injection), purified water and process equipment Maintains, troubleshoots and repairs facilities mechanical components and electrical equipment and systems in accordance with SOPs (standard operating procedures), internal requirements, manufacturer's specifications and safety policies Develops, maintains and secures a spare parts inventory of basic maintenance hand and power tools Recommends purchase of maintenance tools, equipment and supplies as required to streamline processes and increase efficiency Assists engineers in developing methods and procedures to control or improve facilities processes
E	Technician - Hydro	Hydro Operations & Maintenance	RGE	Insufficient Benchmark Data	WTW	EGH020_P3	EGH020	P3 (Career)	Hydroelectric Operations and/or Maintenance_Career (Professional)	Operates, controls and maintains hydroelectric generating equipment and related mechanical and hydraulic equipment, including manual controls for water wheels at the hydroelectric generating station Analyzes defective operation and adjusts equipment to minimize interruptions of power demands Inspects operating equipment, identifies equipment malfunctions and initiates maintenance repair orders Replaces generator brushes, cleaning insulators, lubricating machines, and removing marine life and debris from water-intake screens or racks Notifies watershed tender (waterworks) when subnormal speed of generating units requires adjustment of reservoir floodgates to increase pressure of water, which rotates water wheels Distributes power output among generating units according to power demands Records control-board meter and gauge readings Operates feeder switchboard to control distribution of electric power over feeder circuits between generating station and substations
E	Technician - Hydro	Hydro Operations & Maintenance	RGE	Insufficient Benchmark Data	WTW	EGH020_P3	EGH020	P3 (Career)	Hydroelectric Operations and/or Maintenance_Career (Professional)	Operates, controls and maintains hydroelectric generating equipment and related mechanical and hydraulic equipment, including manual controls for water wheels at the hydroelectric generating station Analyzes defective operation and adjusts equipment to minimize interruptions of power demands Inspects operating equipment, identifies equipment malfunctions and initiates maintenance repair orders Replaces generator brushes, cleaning insulators, lubricating machines, and removing marine life and debris from water-intake screens or racks Notifies watershed tender (waterworks) when subnormal speed of generating units requires adjustment of reservoir floodgates to increase pressure of water, which rotates water wheels Distributes power output among generating units according to power demands Records control-board meter and gauge readings Operates feeder switchboard to control distribution of electric power over feeder circuits between generating station and substations

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Technician - Mechanical Systems	Hydro Operations & Maintenance	RGE	Benchmark Data Available	WTW	EGH020_M1	EGH020	M1 (Supervisor)	Hydroelectric Operations and/or Maintenance_Supervisor (Supervisory/Management)	Operates, controls and maintains hydroelectric generating equipment and related mechanical and hydraulic equipment, including manual controls for water wheels at the hydroelectric generating station Analyzes defective operation and adjusts equipment to minimize interruptions of power demands Inspects operating equipment, identifies equipment malfunctions and initiates maintenance repair orders Replaces generator brushes, cleaning insulators, lubricating machines, and removing marine life and debris from water-intake screens or racks Notifies watershed tender (waterworks) when subnormal speed of generating units requires adjustment of reservoir floodgates to increase pressure of water, which rotates water wheels Distributes power output among generating units according to power demands Records control-board meter and gauge readings Operates feeder switchboard to control distribution of electric power over feeder circuits between generating station and substations
E	Associate Engineer-Electric Distrib Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P1	AZE543	P1 (Entry)	Electric Distribution Engineering_Entry (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
E	Associate Engineer-Electric Distrib Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P1	AZE543	P1 (Entry)	Electric Distribution Engineering_Entry (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
E	Associate Engineer-Electric Distrib Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P1	AZE543	P1 (Entry)	Electric Distribution Engineering_Entry (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
E	Associate Engineer-Electric Distrib Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P1	AZE543	P1 (Entry)	Electric Distribution Engineering_Entry (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
F	Engineer - Electric Distribution Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P2	AZE543	P2 (Intermediate)	Electric Distribution Engineering_Intermediate (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
F	Engineer - Electric Distribution Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P2	AZE543	P2 (Intermediate)	Electric Distribution Engineering_Intermediate (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
F	Lead Analyst - GIS and Mapping	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZT505_P3	AZT505	P3 (Career)	Geographical Information Systems Technical Specialty_Career (Professional)	Develops and maintains geographical information systems (GIS) databases, applications and tools Compiles geospatial data, conducts analyses, develops models, and produces maps and reports Maintains and refines existing map databases to reflect the latest data
G1	Lead Engineer-Electric Distribution Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P3	AZE543	P3 (Career)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
G1	Lead Engineer-Electric Distribution Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P3	AZE543	P3 (Career)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
G1	Lead Engineer-Electric Distribution Eng	Integrated Field Construction Design F	RGE	Benchmark Data Available	WTW	AZE543_P3	AZE543	P3 (Career)	Electric Distribution Engineering_Career (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
E	Associate Engineer-Electric Distrib Eng	Integrated Field Construction Design J	RGE	Benchmark Data Available	WTW	AZE543_P1	AZE543	P1 (Entry)	Electric Distribution Engineering_Entry (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Integrated Field Design	Integrated Field Construction Design J	RGE	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Data Technicians	Integrated Planning Scheduling C	RGE	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Construction & Maintenance	Integrated Planning Scheduling F	RGE	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
E	Analyst - Construction & Maintenance	Integrated Planning Scheduling F	RGE	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
E	Analyst - Field Planning	Integrated Planning Scheduling F	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Data Technicians	Integrated Planning Scheduling F	RGE	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Work Planning	Integrated Planning Scheduling I	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Work Planning	Integrated Planning Scheduling I	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Work Planning	Integrated Planning Scheduling I	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Analyst - Work Planning	Integrated Planning Scheduling I	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Work Planning	Integrated Planning Scheduling I	RGE	Benchmark Data Available	WTW	EDD000_M1	EDD000	M1 (Supervisor)	Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H1	Principal - Engineer Electrical	Integrated Projects	RGE	Insufficient Benchmark Data	WTW	AZE545_P5	AZE545	P5 (Master)	Eltcr Sysys Construction Design Standards Eng_Master (P5)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
F	Senior Analyst -FP&A Investment Planning	Investment Planning	RGE	Insufficient Benchmark Data	WTW	AEO000_P3	AEO000	P3 (Career)	Business Operations Analysis Generalist/Multidiscipline_Career (P3)	Prepares operations analyses, including analysis of competitors, operational effectiveness and capacity utilization, and makes recommendations for improvement Develops process analyses, designs and simulations Requires a solid understanding of the organization's business operations and industry and possesses strong analytical skills Provides statistical information to ensure the most effective utilization of personnel, equipment and materials for electric and/or gas operations Performs analyses of the operation's cost elements to ensure effective and efficient operations May track, maintain and provide current information on the operation's business scorecard Coordinates and supervises the daily activities of a support, production or operations team Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors Decisions and problem-solving are guided by policies, procedures and business plan; receives guidance and oversight from manager Typically does not spend more than 20% of time performing the work supervised
F	Senior Analyst -FP&A Investment Planning	Investment Planning	RGE	Insufficient Benchmark Data	WTW	AEO000_P3	AEO000	P3 (Career)	Business Operations Analysis Generalist/Multidiscipline_Career (P3)	Prepares operations analyses, including analysis of competitors, operational effectiveness and capacity utilization, and makes recommendations for improvement Develops process analyses, designs and simulations Requires a solid understanding of the organization's business operations and industry and possesses strong analytical skills Provides statistical information to ensure the most effective utilization of personnel, equipment and materials for electric and/or gas operations Performs analyses of the operation's cost elements to ensure effective and efficient operations May track, maintain and provide current information on the operation's business scorecard Coordinates and supervises the daily activities of a support, production or operations team Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors Decisions and problem-solving are guided by policies, procedures and business plan; receives guidance and oversight from manager Typically does not spend more than 20% of time performing the work supervised
E	Analyst - Joint Use of Plant	Joint Use of Plant - NY	RGE	Benchmark Data Available	WTW	AZT544_P3	AZT544	P3 (Career)	Electric Transmission and/or Distribution Technical Specialty_Career (Professional)	Provides expert technical support for transmission systems that carry high-power electricity from generating plants to substations and/or distribution systems that carry electricity from substations to final consumers Focuses on transmission circuits, system interconnections, bulk substations and/or distribution systems, including activities such as testing and maintaining relay protective and control equipment and testing the condition of insulation of all major system electric apparatus
H	Manager - Customer Claims & Joint Use	Joint Use of Plant - NY	RGE	Benchmark Data Available	WTW	AMS020_M2	AMS020	M2 (Manager)	Customer Contact Center Generalist/Multidiscipline_Manager (Supervisory/Management)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints
H1	Principal Engineer - Civil	Line Projects	RGE	Insufficient Benchmark Data	WTW	AZE040_P4	AZE040	P4 (Specialist)	Civil Engineering-Specialist (Professional)	Plans and designs structures and facilities such as bridges, railroads, roads, airports, harbors, dams, irrigation projects, pipelines, tunnels, power plants and other projects Analyzes proposed projects to ensure structural reliability, resource efficiency and cost-effectiveness May construct models to identify project specifications and meet related needs Has working knowledge and experience in own discipline Continues to build knowledge of the organization, processes and customers Performs a range of mainly straightforward assignments Uses prescribed guidelines or policies to analyze and resolve problems Receives a moderate level of guidance and direction

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Lockport Const. & Maint. - Gas	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
E	Analyst - Programs	Marketing & Sales - NY	RGE	Benchmark Data Available	WTW	EDE000_P2	EDE000	P2 (Intermediate)	Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)	Develops, promotes, and implements energy efficiency (EE), demand side management (DSM), demand response (DR) and conservation programs to meet established goals Develops, promotes and implements EE programs for new construction and upgrades to existing buildings such as tighter building envelopes (e.g., insulation) and HVAC ducts, high-efficiency HVAC equipment and HVAC tune-ups to reduce energy demand and meet regulatory and corporate goals Develops, promotes and implements DSM programs such as energy surveys, weatherization, load management, efficient lighting retrofits and tighter building envelopes Develops, promotes and implements DR programs such as load management, standby generation, pricing signals and interruptible service Provides customers with technical advice and assistance to design, procure and install energy efficient equipment and adopt demand-reduction initiatives Conducts cost-benefit analyses and evaluates the impact of EE, DSM and DR programs Ensures that programs are in compliance with regulatory guidelines and may be responsible for Public Utility Commission (PUC) funds awarded for DSM/EE programs
F	Lead Analyst -Energy Efficiency Programs	Marketing & Sales - NY	RGE	Benchmark Data Available	WTW	AMS000_P3	AMS000	P3 (Career)	Customer Support/Operations Generalist/Multidiscipline_Career (Professional)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	Marketing & Sales - NY	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	Marketing & Sales - NY	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Master Data	Master Data	RGE	Insufficient Benchmark Data	WTW	AEO000_P2	AEO000	P2 (Intermediate)	Business Operations Analysis Generalist/Multidiscipline_Intermediate (P2)	Prepares operations analyses, including analysis of competitors, operational effectiveness and capacity utilization, and makes recommendations for improvement Develops process analyses, designs and simulations Requires a solid understanding of the organization's business operations and industry and possesses strong analytical skills Provides statistical information to ensure the most effective utilization of personnel, equipment and materials for electric and/or gas operations Performs analyses of the operation's cost elements to ensure effective and efficient operations May track, maintain and provide current information on the operation's business scorecard Coordinates and supervises the daily activities of a support, production or operations team Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors Decisions and problem-solving are guided by policies, procedures and business plan; receives guidance and oversight from manager Typically does not spend more than 20% of time performing the work supervised
F	Lead Analyst-Technical Support Services	Master Data	RGE	Benchmark Data Available	WTW	ASC025_P2	ASC025	P2 (Intermediate)	Inventory Control_Intermediate (Professional)	Ensures that inventories are secure, properly identified and readily accessible to authorized personnel Maintains controls over various types of inventories (e.g., raw materials, subassemblies, finished goods) Conducts physical inventory counts and reconciles results with inventory records Ensures that quantities of incoming and outgoing shipments are correct Conducts analyses of inventory levels and coordinates with production and sales requirements
F	Lead Analyst-Technical Support Services	Master Data	RGE	Benchmark Data Available	WTW	ASC025_P2	ASC025	P2 (Intermediate)	Inventory Control_Intermediate (Professional)	Ensures that inventories are secure, properly identified and readily accessible to authorized personnel Maintains controls over various types of inventories (e.g., raw materials, subassemblies, finished goods) Conducts physical inventory counts and reconciles results with inventory records Ensures that quantities of incoming and outgoing shipments are correct Conducts analyses of inventory levels and coordinates with production and sales requirements
F	Lead Analyst-Technical Support Services	Master Data	RGE	Benchmark Data Available	WTW	ASC025_P2	ASC025	P2 (Intermediate)	Inventory Control_Intermediate (Professional)	Ensures that inventories are secure, properly identified and readily accessible to authorized personnel Maintains controls over various types of inventories (e.g., raw materials, subassemblies, finished goods) Conducts physical inventory counts and reconciles results with inventory records Ensures that quantities of incoming and outgoing shipments are correct Conducts analyses of inventory levels and coordinates with production and sales requirements
G	Master Data Specialist	Master Data	RGE	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
H	Supervisor - Master Data	Master Data	RGE	Insufficient Benchmark Data	WTW	AEO000_M2	AEO000	M2 (Manager)	Business Operations Analysis Generalist/Multidiscipline_Manager (M2)	Prepares operations analyses, including analysis of competitors, operational effectiveness and capacity utilization, and makes recommendations for improvement Develops process analyses, designs and simulations Requires a solid understanding of the organization's business operations and industry and possesses strong analytical skills Provides statistical information to ensure the most effective utilization of personnel, equipment and materials for electric and/or gas operations Performs analyses of the operation's cost elements to ensure effective and efficient operations May track, maintain and provide current information on the operation's business scorecard Coordinates and supervises the daily activities of a support, production or operations team Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors Decisions and problem-solving are guided by policies, procedures and business plan; receives guidance and oversight from manager Typically does not spend more than 20% of time performing the work supervised

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Technician - Meter Services	Meter PPE & Calibration Service - RGE	RGE	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
F	Associate Engineer - Meter Services	Meter Services - NY	RGE	Insufficient Benchmark Data	WTW	AMT000_P1	AMT000	P1 (Entry)	Technical Customer Support Generalist/Multidiscipline_Career (P3)	Provides post-sale technical support services to customers, including installation, troubleshooting, problem resolution and maintenance of products and services Responsibilities are within the Technical Customer Support Function as a generalist or in a combination of Disciplines
J	Director - Integr Plan& Process Implement	Network Automation Project	RGE	Benchmark Data Available	WTW	APM000_M3	APM000	M3 (Senior Manager)	Project/Program Management Generalist/Multidiscipline-Senior Manager (Supervisory/Management)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
E	Technician - Electric Maintenance Eng	Networks Standardization & Maintenance	RGE	Benchmark Data Available	WTW	AZT000_P2	AZT000	P2 (Intermediate)	Technical Specialty/Skilled Trade Generalist/Multidiscipline_Intermediate (Professional)	Provides technical support to engineers and scientists on a variety of technical tasks Develops and recommends procedures and methods and prepares technical reports and documentation Performs technical evaluations of events to determine root cause; recommends corrective action Responsibilities are within the Technical Specialty/Skilled Trade Function as a generalist or in a combination of Disciplines
E	Technician - Electric Maintenance Eng	Networks Standardization & Maintenance	RGE	Benchmark Data Available	WTW	AZT000_P2	AZT000	P2 (Intermediate)	Technical Specialty/Skilled Trade Generalist/Multidiscipline_Intermediate (Professional)	Provides technical support to engineers and scientists on a variety of technical tasks Develops and recommends procedures and methods and prepares technical reports and documentation Performs technical evaluations of events to determine root cause; recommends corrective action Responsibilities are within the Technical Specialty/Skilled Trade Function as a generalist or in a combination of Disciplines
F	Engineer - Electric Maintenance Engineer	Networks Standardization & Maintenance	RGE	Benchmark Data Available	WTW	AZE543_P2	AZE543	P2 (Intermediate)	Electric Distribution Engineering_Intermediate (Professional)	Plans and designs distribution systems with voltage levels typically 34.5K and below Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs
EXEC	VP, Controller & Treasurer	NY Controller & Treasurer	RGE	Benchmark Data Available	WTW	ACA055_EX	ACA055	Executive	Top State/Region/Province/Local Regulatory Affairs Executive	Serves as the liaison with state/region/province and local regulators and advises management of new developments in this area
F	Lead Analyst - Public Affairs	NY Outreach & Development Networks B	RGE	Benchmark Data Available	WTW	ACA020_P3	ACA020	P3 (Career)	Community Affairs/Relations_Career (Professional)	Develops and maintains a favorable relationship with the surrounding community Develops and coordinates programs to promote good will by disseminating information to the community and soliciting feedback from residents Organizes and supports employee volunteer programs and coordinates with local groups May participate in the organization's charitable giving programs as they affect community initiatives May represent the organization at community gatherings or forums
F	Lead Analyst - Public Affairs	NY Outreach & Development Networks B	RGE	Benchmark Data Available	WTW	ACA020_P3	ACA020	P3 (Career)	Community Affairs/Relations_Career (Professional)	Develops and maintains a favorable relationship with the surrounding community Develops and coordinates programs to promote good will by disseminating information to the community and soliciting feedback from residents Organizes and supports employee volunteer programs and coordinates with local groups May participate in the organization's charitable giving programs as they affect community initiatives May represent the organization at community gatherings or forums

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
H	Manager-Regional Outreach & Development	NY Outreach & Development Networks B	RGE	Benchmark Data Available	WTW	ACA010_M2	ACA010	M2 (Manager)	Public Relations_Manager (Supervisory/Management)	Coordinates media relations and prepares external communications Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization Develops and maintains lines of communication with media contacts and other external audience groups
F	Lead Analyst - Supplier Relations	NY Supplier Relations	RGE	Benchmark Data Available	WTW	AMS000_P3	AMS000	P3 (Career)	Customer Support/Operations Generalist/Multidiscipline_Career (Professional)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
D	Executive Administrator	NYSEG and RGE President's Office	RGE	Benchmark Data Available	WTW	AAS041_U3	AAS041	U3 (Senior)	Secretarial/Administrative Assistance_Senior (Business Support)	Provides secretarial/administrative support to nonexecutive employees or groups in the organization Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc. Receives, screens and directs incoming calls, visitors, mail and email Maintains files, records, calendars and diaries May arrange business travel, coordinate meeting arrangements, and/or track expenses
E	Analyst - Gas Engineering	Programs & Projects	RGE	Insufficient Benchmark Data	WTW	AZT571_P2	AZT571	P2 (Intermediate)	Gas Transmission and/or Distribution Technical Specialty_Intermediate (Professional)	Provides expert technical support for gas transmission systems that transport natural gas by pipeline, including incidental storage and/or gas distribution systems that transport natural gas to the final consumer by pipeline Focuses on pipeline and compressor systems for natural gas transmission and/or distribution, including activities such as installing and/or inspecting rectifier stations and anodes used to minimize corrosive effects of static-electricity discharge between gas pipeline and ground
G	Manager - Programs/Projects	Programs Management Smart Grids A	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Manager - Programs/Projects	Programs Management Smart Grids A	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Contract Specialist	Project Management Office	RGE	Benchmark Data Available	WTW	ALS020_P4	ALS020	P4 (Specialist)	Contract Administration_Specialist (Professional)	Participates in the development and fulfillment of contract requirements in the purchase or sale/delivery of equipment, materials, products or services Evaluates contract compliance and advises others on contractual rights and obligations Requests or approves amendments to contract terms or contract extensions Prepares bids or requests for proposals (RFPs), including specifications and requirements; negotiates contract terms and participates in the determination of acceptable bids
G	Project Manager	Projects Unit HV	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G1	Lead Line Engineer	Projects Unit MV1	RGE	Insufficient Benchmark Data	WTW	AZE579_P3	AZE579	P3 (Career)	Major Construction Engineering Generalist/Multidiscipline_Career (Professional)	Plans, directs and participates in the design, cost and scheduling of major construction projects Prepares plans, designs and analyses in accordance with established codes, standards and drawings Develops and maintains project budgets, forecasts and cash flows Provides overall project schedule development, monitoring, progress measurement and change order management Monitors and analyzes performance of subcontractors Inspects construction work in progress to ensure compliance with design specifications and recommends corrective action and/or improvements as needed Communicates with government agencies to ensure that building code regulations are met
G1	Lead Line Engineer	Projects Unit MV1	RGE	Insufficient Benchmark Data	WTW	AZE579_P3	AZE579	P3 (Career)	Major Construction Engineering Generalist/Multidiscipline_Career (Professional)	Plans, directs and participates in the design, cost and scheduling of major construction projects Prepares plans, designs and analyses in accordance with established codes, standards and drawings Develops and maintains project budgets, forecasts and cash flows Provides overall project schedule development, monitoring, progress measurement and change order management Monitors and analyzes performance of subcontractors Inspects construction work in progress to ensure compliance with design specifications and recommends corrective action and/or improvements as needed Communicates with government agencies to ensure that building code regulations are met
H1	Manager - Projects Unit	Projects Unit MV1	RGE	Benchmark Data Available	WTW	APM530_M2	APM530	M2 (Manager)	Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)	Takes responsibility for projects involving transmission systems that carry high-power (typically above 34.5 kV) electricity from generating plants to substations and/or distribution systems that carry electricity (typically 34.5 kV and below) from substations to final consumers Typical projects include substation construction, generator interconnection, new transmission line construction, rebuilding and replacing switching equipment, breakers, transformers, GSUs (generator step-up transformers), or rebuilding and installing new transmission lines
G	Project Manager	Projects Unit MV2	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G1	Lead Engineer - Electric System Eng	Projects Unit MV2	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G	Manager - Programs/Projects	Projects Unit Stations Int/Pr 2	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G1	Civil Engineer Substation Lead	Projects Unit Stations Int/Pr 2	RGE	Benchmark Data Available	WTW	AZE540_P3	AZE540	P3 (Career)	Electric Transmission Asset Planning and Operations Engineering_Career (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G1	Electrical Engineer Substation Lead	Projects Unit Stations Int/Pr 2	RGE	Benchmark Data Available	WTW	AZE540_P3	AZE540	P3 (Career)	Electric Transmission Asset Planning and Operations Engineering_Career (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
F	Lead Analyst - Compliance Sys Protection	Protection & Control II	RGE	Non-benchmark Job	WTW	xxx	xxx	xxx	xxx	xxx
G1	Supervisor-Compliance Sys Protection Eng	Protection & Control II	RGE	Benchmark Data Available	WTW	AZE540_P4	AZE540	P4 (Specialist)	Electric Transmission Asset Planning and Operations Engineering_Specialist (Professional)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
F	Engineer - Electric System Engineering	Protection & Control NY	RGE	Insufficient Benchmark Data	WTW	AZE545_P2	AZE545	P2 (Intermediate)	Electric Systems Construction Design Standards Engineering_Intermediate (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
F	Engineer - Electric System Engineering	Protection & Control NY	RGE	Insufficient Benchmark Data	WTW	AZE545_P2	AZE545	P2 (Intermediate)	Electric Systems Construction Design Standards Engineering_Intermediate (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
F	Engineer - Electric System Engineering	Protection & Control NY	RGE	Insufficient Benchmark Data	WTW	AZE545_P2	AZE545	P2 (Intermediate)	Electric Systems Construction Design Standards Engineering_Intermediate (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	Benchmark Data Available	WTW	AZE545_P3	AZE545	P3 (Career)	Electric Systems Construction Design Standards Engineering_Career (Professional)	Develops construction working drawings and instructional standards, material and tool specifications, and acceptable suppliers lists Directs or performs the investigative, testing and technical work necessary for developing design specifications and material lists
G1	Lead Engineer - Network	Protection & Control NY	RGE	Benchmark Data Available	WTW	AID080_P3	AID080	P3 (Career)	Network Architecture Design_Career (Professional)	Supports network architecture consultants by preparing detailed specifications and documentation from high-level designs Plans, researches, evaluates, designs and develops network systems by applying engineering, hardware and software design theories and principles to develop a compatible system infrastructure in line with organization strategies

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G1	Lead Engineer - Network	Protection & Control NY	RGE	Benchmark Data Available	WTW	AID080_P3	AID080	P3 (Career)	Network Architecture Design_Career (Professional)	Supports network architecture consultants by preparing detailed specifications and documentation from high-level designs Plans, researches, evaluates, designs and develops network systems by applying engineering, hardware and software design theories and principles to develop a compatible system infrastructure in line with organization strategies
H1	Supervisor - Electric System Engineering	Protection & Control NY	RGE	Benchmark Data Available	WTW	AZE540_M2	AZE540	M2 (Manager)	Electric Transmission Asset Planning and Operations Engineering_Manager (Supervisory/Management)	Plans and designs transmission systems with voltage levels typically above 34.5K Designs transmission lines, bulk and distribution substations, and system protection and relaying Focuses on transmission circuits, system interconnections and bulk substations Determines need, size, location and timing of system development to balance economic, environmental, social and regulatory constraints and reliability needs Coordinates activities with other utilities and non-utilities generation Tests and maintains on a system-wide basis the relay protective and control equipment essential to system operation and tests the condition of insulation of all major system electric apparatus
D	Executive Administrative Assistant	Rates & Regulatory Economics	RGE	Benchmark Data Available	WTW	AAS041_U3	AAS041	U3 (Senior)	Secretarial/Administrative Assistance-Senior (Business Support)	Provides secretarial/administrative support to nonexecutive employees or groups in the organization Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc. Receives, screens and directs incoming calls, visitors, mail and email Maintains files, records, calendars and diaries May arrange business travel, coordinate meeting arrangements, and/or track expenses
I	Manager - Regional Operations	Regional Operations - Rochester Region	RGE	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
I	Manager - Regional Operations	Regional Operations C	RGE	Benchmark Data Available	WTW	EDD000_M2	EDD000	M2 (Manager)	Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
C	Senior Administrative Assistant	Regulatory & Tariffs	RGE	Benchmark Data Available	WTW	AAS041_U2	AAS041	U2 (Intermediate)	Secretarial/Administrative Assistance_Intermediate (Business Support)	Provides secretarial/administrative support to nonexecutive employees or groups in the organization Uses business software applications (e.g., word processing, presentation and spreadsheet) to prepare correspondence, reports, presentations, agendas, minutes, etc. Receives, screens and directs incoming calls, visitors, mail and email Maintains files, records, calendars and diaries May arrange business travel, coordinate meeting arrangements, and/or track expenses
F	Lead Analyst - Regulatory & Tariffs	Regulatory & Tariffs	RGE	Benchmark Data Available	WTW	AFT090_P3	AFT090	P3 (Career)	Rates_Career (Professional)	Develops, analyzes, revises and administers the organization's tariff schedules Compiles, studies and maintains rate, revenue, load and customer data to assess the effectiveness of current tariff schedules and rules, and develops proposals to change the organization's existing rates and rules Typically found in regulated telecommunications, electric and/or gas utility organizations

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Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Lead Analyst - CCS Business Support	Regulatory & Tariffs	RGE	Benchmark Data Available	WTW	AID000_P3	AID000	P3 (Career)	IT Development Generalist/Multidiscipline_Career (Professional)	Designs, develops, codes, tests, debugs and/or customizes information technology (IT) solutions for own business or external clients Applies best practices and advanced methodologies, including Scrum techniques, to address and review system requirements, business processes, changing development and technology environments Responsibilities are within the IT Development Function as a generalist or in a combination of Disciplines
K	Director - Regulatory	Regulatory B	RGE	Benchmark Data Available	WTW	AFT090_M4	AFT090	M4 (Group Manager)	Rates_Group Manager (Supervisory/Management)	Develops, analyzes, revises and administers the organization's tariff schedules Compiles, studies and maintains rate, revenue, load and customer data to assess the effectiveness of current tariff schedules and rules, and develops proposals to change the organization's existing rates and rules Typically found in regulated telecommunications, electric and/or gas utility organizations
G	Lead Analyst - Pricing & Analysis	Regulatory B I	RGE	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
G	Lead Analyst - Pricing & Analysis	Regulatory B I	RGE	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
I	Manager - Pricing & Analysis	Regulatory B I	RGE	Benchmark Data Available	WTW	AFT090_M2	AFT090	M2 (Manager)	Rates_Manager (Supervisory/Management)	Develops, analyzes, revises and administers the organization's tariff schedules Compiles, studies and maintains rate, revenue, load and customer data to assess the effectiveness of current tariff schedules and rules, and develops proposals to change the organization's existing rates and rules Typically found in regulated telecommunications, electric and/or gas utility organizations
E	Analyst - Revenue Requirements	Revenue Requirements A	RGE	Benchmark Data Available	WTW	AFT010_P2	AFT010	P2 (Intermediate)	Financial Analysis_Intermediate (Professional)	Performs economic research and studies of rates of return, depreciation and investments Analyzes profit-and-loss income statements and prepares reports and recommendations to management Generates forecasts and analyzes trends in sales, finance and other areas of business Researches economic progressions to assist the organization's financial planning Creates financial models of "what if" scenarios for future business planning decisions in areas such as new product development, new marketing strategies, etc.
F	Lead Analyst - Regulatory & Tariffs	Revenue Requirements A	RGE	Benchmark Data Available	WTW	AFT090_P3	AFT090	P3 (Career)	Rates_Career (Professional)	Develops, analyzes, revises and administers the organization's tariff schedules Compiles, studies and maintains rate, revenue, load and customer data to assess the effectiveness of current tariff schedules and rules, and develops proposals to change the organization's existing rates and rules Typically found in regulated telecommunications, electric and/or gas utility organizations
G	Lead Analyst - Pricing & Analysis	Revenue Requirements A	RGE	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas B	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - T&D Support	Rochester Const. & Maint. - Gas C	RGE	Benchmark Data Available	WTW	EDD000_P3	EDD000	P3 (Career)	Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas C	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas D	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
F	Lead Analyst - T&D Support	Rochester Const. & Maint. - Gas E	RGE	Benchmark Data Available	WTW	EDD000_P3	EDD000	P3 (Career)	Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas E	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
E	Analyst - Construction & Maintenance	Rochester Const. & Maint. - Gas F	RGE	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Field Planning	Rochester Const. & Maint. - Gas F	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas F	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
E	Analyst - Field Planning	Rochester Const. & Maint. - Gas G	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas G	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
E	Analyst - Construction & Maintenance	Rochester Const. & Maint. - Gas H	RGE	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area
F	Technician - Meter Services	Rochester Const. & Maint. - Gas H	RGE	Insufficient Benchmark Data	WTW	EDD020_P2	EDD020	P2 (Intermediate)	Electric Distribution Construction and/or Maintenance_Intermediate (Professional)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas H	RGE	Benchmark Data Available	WTW	EDD050_M1	EDD050	M1 (Supervisor)	Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)	Constructs, removes and maintains gas distribution facilities and equipment, including pipe, gauges and valves May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises crews engaged in the construction, removal and maintenance of facilities and equipment for gas distribution Dispatches field crews engaged in the construction, maintenance and emergency restoration of gas service Responsibilities may be limited to an assigned district or area
G	Supervisor - Substation Operations	Rochester Substation Operations A	RGE	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
E	Analyst - Field Planning	Rochester Substation Operations B	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Supervisor - Substation Operations	Rochester Substation Operations B	RGE	Benchmark Data Available	WTW	EDD030_M1	EDD030	M1 (Supervisor)	Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)	Plans, schedules and coordinates distribution systems equipment testing, including construction testing, maintenance testing, and protective and control scheme testing Ensures that equipment systems meet organization standards Tests equipment such as reclosures, sectionalizers, transformers and other major equipment systems Maintains knowledge of current test equipment and procedures
G	Lead Analyst - Pricing & Analysis	Sales & Load Forecasting	RGE	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
G	Lead Analyst - Pricing & Analysis	Sales & Load Forecasting	RGE	Benchmark Data Available	WTW	AMK080_P3	AMK080	P3 (Career)	Pricing_Career (Professional)	Develops pricing strategies to meet customers' needs while providing a profit for the organization Determines core business costs of service in support of pricing/tariff development Designs, implements and maintains pricing infrastructures Evaluates effectiveness of pricing strategies and modifies pricing structures as needed Provides reporting and documentation of pricing structures and serves as the point-of-contact for pricing inquiries from internal sales department, but not customers
E	Analyst - Programs	Special Projects	RGE	Benchmark Data Available	WTW	APM000_P2	APM000	P2 (Intermediate)	Project/Program Management Generalist/Multidiscipline_Intermediate (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
G	Supervisor - Stores	Stores - Lancaster	RGE	Benchmark Data Available	WTW	ASC025_M1	ASC025	M1 (Supervisor)	Inventory Control_Supervisor (Supervisory/Management)	Ensures that inventories are secure, properly identified and readily accessible to authorized personnel Maintains controls over various types of inventories (e.g., raw materials, subassemblies, finished goods) Conducts physical inventory counts and reconciles results with inventory records Ensures that quantities of incoming and outgoing shipments are correct Conducts analyses of inventory levels and coordinates with production and sales requirements

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Technician - Communications A	Substation Automation RG&E B	RGE	Benchmark Data Available	WTW	EDD000_P2	EDD000	P2 (Intermediate)	Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Technician - SCADA	Substation Automation RG&E B	RGE	Insufficient Benchmark Data	WTW	EDD090_P3	EDD090	P3 (Career)	Proprietary Telecommunications Systems_Career (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements
E	Technician - SCADA	Substation Automation RG&E B	RGE	Insufficient Benchmark Data	WTW	EDD090_P3	EDD090	P3 (Career)	Proprietary Telecommunications Systems_Career (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements
E	Technician - SCADA	Substation Automation RG&E B	RGE	Insufficient Benchmark Data	WTW	EDD090_P3	EDD090	P3 (Career)	Proprietary Telecommunications Systems_Career (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements
E	Technician - SCADA	Substation Automation RG&E B	RGE	Insufficient Benchmark Data	WTW	EDD090_P3	EDD090	P3 (Career)	Proprietary Telecommunications Systems_Career (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements
F	Gang Foreperson - Substation Electrician	Substation Automation RG&E B	RGE	Benchmark Data Available	WTW	EDD000_P3	EDD000	P3 (Career)	Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
E	Technician - SCADA	Substation Automation RG&E C	RGE	Insufficient Benchmark Data	WTW	EDD090_P3	EDD090	P3 (Career)	Proprietary Telecommunications Systems_Career (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Gang Foreperson - Substation Electrician	Substation Automation RG&E C	RGE	Benchmark Data Available	WTW	EDD000_P3	EDD000	P3 (Career)	Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)	Directs and coordinates distribution activities that provide electric and/or gas service to customers Has responsibilities that typically include operations, line construction and/or maintenance and field engineering Plans, directs and coordinates activities to prevent electric service interruptions and minimize the impact and restoration time of service interruptions Schedules maintenance, trouble operations/service restoration, metering operations and operations planning work Provides adequate, accurate information to the customer service centers to keep affected customers properly informed Ensures compliance with all safety, training and auditable guidelines, policies, practices, organization standards and government regulations
G	Manager - Programs/Projects	Substation Operations Projects	RGE	Insufficient Benchmark Data	WTW	APM032_P3	APM032	P3 (Career)	Engineering Project Design_Career (Professional)	Plans and designs a broad range of engineering projects in collaboration with internal and/or external stakeholders Defines project concept, scope, technical requirements and specifications Assists clients to plan for project execution and resolves related technical problems
G	Manager - Programs/Projects	Substation Operations Projects	RGE	Benchmark Data Available	WTW	APM000_P3	APM000	P3 (Career)	Project/Program Management Generalist/Multidiscipline_Career (Professional)	Plans, monitors and manages internal projects from initiation through completion Leads or coordinates project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management Ensures project results meet requirements regarding technical quality, reliability, schedule and cost Monitors performance and recommends schedule changes, cost adjustments or resource additions Responsibilities are within the Project/Program Management Function as a generalist or in a combination of Disciplines
I	Manager - Automation & Projects	Substation Operations Projects	RGE	Benchmark Data Available	WTW	APM530_M2	APM530	M2 (Manager)	Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)	Takes responsibility for projects involving transmission systems that carry high-power (typically above 34.5 KV) electricity from generating plants to substations and/or distribution systems that carry electricity (typically 34.5 KV and below) from substations to final consumers Typical projects include substation construction, generator interconnection, new transmission line construction, rebuilding and replacing switching equipment, breakers, transformers, GSUs (generator step-up transformers), or rebuilding and installing new transmission lines
E	Technician - Electric Maintenance Eng	Substation StandardizationMaintenance	RGE	Benchmark Data Available	WTW	AZT000_P2	AZT000	P2 (Intermediate)	Technical Specialty/Skilled Trade Generalist/Multidiscipline_Intermediate (Professional)	Provides technical support to engineers and scientists on a variety of technical tasks Develops and recommends procedures and methods and prepares technical reports and documentation Performs technical evaluations of events to determine root cause; recommends corrective action Responsibilities are within the Technical Specialty/Skilled Trade Function as a generalist or in a combination of Disciplines
I	Manager - Substation Operations	System Operations RG&E	RGE	Benchmark Data Available	WTW	EDD020_M2	EDD020	M2 (Manager)	Electric Distribution Construction and/or Maintenance_Manager (Supervisory/Management)	Constructs, removes and maintains electric distribution facilities and equipment, including cable, transformers, breakers and other associated devices May be responsible for sub transmission facilities (transmission lines of voltages between transmission voltages and distribution voltages, generally between 69 KV to 138 KV) May be responsible for field engineering and/or operating activities Coordinates, schedules and supervises line crews (underground, overhead or substation) engaged in the construction, removal and maintenance of electric distribution facilities and equipment Dispatches field crews, troubleshooters and testers engaged in the construction, maintenance and emergency restoration of electric distribution facilities and customers' service facilities Responsibilities may be limited to an assigned district or area

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
F	Lead Analyst - SS Automation Support	Systems Operations	RGE	Benchmark Data Available	WTW	EDD010_P3	EDD010	P3 (Career)	Electric Distribution Systems Operations_Career (Professional)	Operates electric power distribution system to ensure adequate distribution of electricity to meet power demands Calculates load estimates according to corrected weather and consumer-demand records and notifies power supply function of electric power required to meet fluctuating demands Monitors control board showing operating condition of lines and equipment throughout the system and makes adjustments or directs workers to make adjustments as conditions warrant Directs substations to de-energize malfunctioning circuits or adjusts switches to ensure safety of maintenance crew and avoid interruptions of service during repairs Notifies maintenance crew of location and de-energization of troubled sector and verifies that workers are clear of repaired equipment before directing energization of circuit May operate computer console programmed to automatically perform load-control functions
F	Lead Analyst - Programs	Systems Operations B	RGE	Benchmark Data Available	WTW	AQY020_P3	AQY020	P3 (Career)	Business Process Improvement_Career (Professional)	Analyzes and measures the effectiveness of existing business processes and develops sustainable, repeatable and quantifiable business process improvements Researches best business practices within and outside the organization to establish benchmark data Collects and analyzes process data to initiate, develop and recommend business practices and procedures that focus on enhanced safety, increased productivity and reduced cost Determines how new information technologies can support reengineering business processes May specialize in one or more of the following areas benchmarking, business process analysis and reengineering, change management and measurement, and/or process-driven systems requirements
E	Engineer - Field Telecommunications	Telecommunications - NY	RGE	Insufficient Benchmark Data	WTW	EDD090_P2	EDD090	P2 (Intermediate)	Proprietary Telecommunications Systems_Intermediate (Professional)	Designs, builds and maintains the organization-owned communications system and facilities (e.g., fiber optic network installed on electric transmission or delivery lines, microwave) Schedules regular maintenance and emergency maintenance, testing and inspecting all telecommunications facilities and equipment Develops a long-term plan for communications facilities, budgets and equipment requirements
E	Analyst - Economic Development	USC - Economic Development Networks	RGE	Insufficient Benchmark Data	WTW	ACD030_P2	ACD030	P2 (Intermediate)	Corporate Development_Intermediate (Professional)	Plans and executes strategies to meet organization's long-range goals including acquisitions/divestitures and strategic business alliances Evaluates and develops new market initiatives and analyzes business opportunities in both new and existing markets Develops proposals, including feasibility studies, for new business opportunities Identifies, analyzes and compares alternative opportunities for entering new markets and adopting new technologies
F	Lead Analyst - Economic Development	USC - Economic Development Networks	RGE	Benchmark Data Available	WTW	ACD030_P3	ACD030	P3 (Career)	Corporate Development_Career (Professional)	Plans and executes strategies to meet organization's long-range goals including acquisitions/divestitures and strategic business alliances Evaluates and develops new market initiatives and analyzes business opportunities in both new and existing markets Develops proposals, including feasibility studies, for new business opportunities Identifies, analyzes and compares alternative opportunities for entering new markets and adopting new technologies
H	Manager - Economic Development	USC - Economic Development Networks	RGE	Insufficient Benchmark Data	WTW	ACD030_M2	ACD030	M2 (Manager)	Corporate Development_Manager (Supervisory/Management)	Plans and executes strategies to meet organization's long-range goals including acquisitions/divestitures and strategic business alliances Evaluates and develops new market initiatives and analyzes business opportunities in both new and existing markets Develops proposals, including feasibility studies, for new business opportunities Identifies, analyzes and compares alternative opportunities for entering new markets and adopting new technologies
H	Manager - Public Affairs State Govt	USC - NY Outreach & Development Networks	RGE	Benchmark Data Available	WTW	ACA010_M2	ACA010	M2 (Manager)	Public Relations_Manager (Supervisory/Management)	Coordinates media relations and prepares external communications Plans, prepares and relays information concerning the organization to the press and the wider community to gain understanding and acceptance for the organization Develops and maintains lines of communication with media contacts and other external audience groups

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Vegetation Management	Vegetation - Financial Processes	RGE	Benchmark Data Available	WTW	EVM000_P2	EVM000	P2 (Intermediate)	Vegetation Management and Forestry Generalist/Multidiscipline_Intermediate (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
E	Analyst - Vegetation Management	Vegetation - Financial Processes	RGE	Benchmark Data Available	WTW	EVM000_P2	EVM000	P2 (Intermediate)	Vegetation Management and Forestry Generalist/Multidiscipline_Intermediate (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
E	Analyst - Vegetation Management	Vegetation - Financial Processes	RGE	Benchmark Data Available	WTW	EVM000_P2	EVM000	P2 (Intermediate)	Vegetation Management and Forestry Generalist/Multidiscipline_Intermediate (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
G	Supervisor - Vegetation Mgmt Admin	Vegetation - Financial Processes	RGE	Benchmark Data Available	WTW	EVM000_M1	EVM000	M1 (Supervisor)	Vegetation Management and Forestry Generalist/Multidiscipline_Supervisor (Supervisory/Management)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY West	RGE	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
F	Lead Analyst - Vegetation Management	Vegetation - NY West	RGE	Benchmark Data Available	WTW	EVM000_P3	EVM000	P3 (Career)	Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)	Manages the line clearance crews in service areas Clears vegetation around electric power lines in conformance with specifications to prevent power outages as a generalist or in a combination of Disciplines in the Vegetation Management and Forestry Function Develops and evaluates new methods for line clearance and vegetation management in compliance with regulations and standards Evaluates and resolves customer-related problems, questions and complaints involving vegetation management practices Acts as the organization's spokesperson on external vegetation management May prepare and administer bids and contracts May be responsible for groundskeeping
E	Analyst - Customer Relations Center	Workforce Management & Quality	RGE	Benchmark Data Available	WTW	AMS020_P2	AMS020	P2 (Intermediate)	Customer Contact Center Generalist/Multidiscipline_Intermediate (Professional)	Provides timely responses to customer inquiries by telephone and/or email in an in- or outbound service center, consistent with service and quality standards Processes customer orders, bills and accounts, and applications for service, maintenance and termination Troubleshoots and resolves customer complaints

NYSEG / RGE Non-Union Employee Data				Benchmark Data Availability	Survey Position Matching				Survey Position Matching	
Pay Grade	Job Title	Organizational Unit	Company		Source	Code	Code	Benchmark Level	Benchmark Title / General Functional Area	Benchmark Description
E	Analyst - Customer Service	Workforce Management & Quality	RGE	Benchmark Data Available	WTW	AMS000_P2	AMS000	P2 (Intermediate)	Customer Support/Operations Generalist/Multidiscipline_Intermediate (Professional)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines
F	Lead Analyst - Customer Relations Center	Workforce Management & Quality	RGE	Benchmark Data Available	WTW	AMS000_P3	AMS000	P3 (Career)	Customer Support/Operations Generalist/Multidiscipline_Career (Professional)	Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints Resolves customer inquiries and complaints fairly and effectively Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships Recommends and implements programs to support customer needs Responsibilities are within the Customer Support/Operations Function as a generalist or in a combination of Disciplines

Aon C/BP – 5 Total Compensation and Benefits for NYSEG & RG&E

Competitive Positioning of 2018 Total Benefits plus Total Direct Compensation

Detail below reflects only those non-union employees at NYSEG / RGE with a defined benchmark with available survey data, adjusted for geography as follows

- RGE General Industry 0.979; Utility Sector 0.982
- NYSEG General Industry 0.951; Utility Sector 0.954

Results	RGE / NYSEG Incumbent Values		50th Percentile		Average	
	Total Compensation	50th Percentile	-/-	Average	-/-	
RGE	\$107.1	\$112.5	95.2%	\$114.2	93.8%	
NYSEG	\$129.3	\$136.8	94.6%	\$138.7	93.3%	
Overall	\$118.6	\$125.1	94.9%	\$126.9	93.5%	

Pay Grade	Job Title	Organizational Unit	Company	Survey Benchmark Code and Name	Total Direct	Total Benefits	Total Compensation	50th Percentile	-/-	Average	-/-
F	Engineer - System Planning	AM&P Electric System Planning B	NYSEG	AZE530_P2 Electric System/Grid Planning Engineering_Intermediate (Professional)							
G1	Lead Engineer - Electric System Planning	AM&P Electric System Planning B	NYSEG	AZE530_P3 Electric System/Grid Planning Engineering_Career (Professional)							
F	Lead Analyst - Asset Management	Asset Management	NYSEG	AZE540_P3 Electric Transmission Asset Planning and Operations Engineering_Career (Professional)							
I	Manager - Asset Management	Asset Management	NYSEG	AZE540_M2 Electric Transmission Asset Planning and Operations Engineering_Manager (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Auburn Const. & Maint. - Gas A	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
H	Manager - Billing & Risk Management	Billing & Risk Management A	NYSEG	AFY000_M2 Risk Management Generalist/Multidiscipline_Manager (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Binghamton Const. & Maint. - Gas A	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Binghamton Const. & Maint. - Gas B	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Binghamton Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Brewster Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
I	Manager - Business Support & Solutions	Business Support & Solutions	NYSEG	AID000_M2 IT Development Generalist/Multidiscipline_Manager (Supervisory/Management)							
E	Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	AID000_P2 IT Development Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	AID000_P2 IT Development Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	AID000_P2 IT Development Generalist/Multidiscipline_Intermediate (Professional)							
G	Lead Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	AID000_P3 IT Development Generalist/Multidiscipline_Career (Professional)							
G	Lead Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	AID000_P3 IT Development Generalist/Multidiscipline_Career (Professional)							
G	Lead Analyst - CCS Business Support	Business Support & Solutions I	NYSEG	AID000_P3 IT Development Generalist/Multidiscipline_Career (Professional)							
G	Supervisor - Business Support & Solutions	Business Support & Solutions I	NYSEG	AID000_M1 IT Development Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
E	Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	AID000_P2 IT Development Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	AID000_P2 IT Development Generalist/Multidiscipline_Intermediate (Professional)							
G	Lead Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	AID000_P3 IT Development Generalist/Multidiscipline_Career (Professional)							
G	Lead Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	AID000_P3 IT Development Generalist/Multidiscipline_Career (Professional)							
G	Lead Analyst - CCS Business Support	Business Support & Solutions II	NYSEG	AID000_P3 IT Development Generalist/Multidiscipline_Career (Professional)							
G	Supervisor - Business Support & Solutions	Business Support & Solutions II	NYSEG	AID000_M1 IT Development Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
I	Manager - Delivery Programs & Products	CBS&Sales	NYSEG	AMS000_M2 Customer Support/Operations Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Const. & Maint. - Gas Central	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Const. & Maint. - Gas East	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Const. & Maint. - Gas Rochester	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Const. & Maint. - Gas West	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec West A	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec West B	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec West C	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec West E	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. B	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. C	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central A	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central B	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central C	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central D	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Central E	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. D	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. E	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East A	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East B	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East C	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East D	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East F	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East G	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. East I	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. F	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. G	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. H	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. I	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West F	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West G	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West H	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West I	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. West J	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							

PUBLIC VERSION - REDACTED

Pay Grade	Job Title	Organizational Unit	Company	Survey Benchmark Code and Name	Total Direct	Total Benefits	Total Compensation	50th Percentile	-/-	Average	-/-
G	Supervisor - Construction & Maintenance	Const. & Maint. Elec. Z	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
E	Analyst - Customer Advocate	Credit & Collections	NYSEG	AMS010_P2 Customer Service_Intermediate (Professional)							
F	Supervisor - Credit & Collections	Credit & Collections - NYSEG	NYSEG	AMS040_M1 Customer Billing Resolution_Supervisor (Supervisory/Management)							
E	Lead Analyst - Credit & Collections	CUC Credit & Collections	NYSEG	AFC000_P3 Credit and Collections Generalist/Multidiscipline_Career (Professional)							
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	AMS010_P2 Customer Service_Intermediate (Professional)							
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	AMS010_P2 Customer Service_Intermediate (Professional)							
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	AMS010_P2 Customer Service_Intermediate (Professional)							
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	AMS010_P2 Customer Service_Intermediate (Professional)							
E	Analyst - Customer Advocate	Customer Advocate - NYSEG and RGE B	NYSEG	AMS010_P2 Customer Service_Intermediate (Professional)							
F	Supervisor - Credit & Collections	Customer Advocate - NYSEG and RGE B	NYSEG	AMS040_M1 Customer Billing Resolution_Supervisor (Supervisory/Management)							
E	Analyst - Customer Billing	Customer Billing - NYSEG Team B	NYSEG	AMS030_P2 High Volume Customer Billing_Intermediate (Professional)							
E	Analyst - Customer Billing	Customer Billing - NYSEG Team B	NYSEG	AMS030_P2 High Volume Customer Billing_Intermediate (Professional)							
E	Analyst - Customer Billing	Customer Billing - NYSEG Team B	NYSEG	AMS030_P2 High Volume Customer Billing_Intermediate (Professional)							
I	Manager - Customer Relations Center	Customer Relations Center - NYSEG	NYSEG	AMS020_M2 Customer Contact Center Generalist/Multidiscipline_Manager (Supervisory/Management)							
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team B	NYSEG	AMS020_M1 Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team C	NYSEG	AMS020_M1 Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team E	NYSEG	AMS020_M1 Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team G	NYSEG	AMS020_M1 Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
F	Supervisor - Customer Relations Center	Customer Relations Center - NYSEG Team I	NYSEG	AMS020_M1 Customer Contact Center Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
F	Lead Analyst - Performance & Budgets	Customer Service Budgets and Compliance	NYSEG	AFT020_P3 Cost Accounting - Senior Professional (P3)							
G	Lead Engineer - Dispatch & ECC	Dispatch & ECC E	NYSEG	AZE130_P3 Computer Control Systems Electronics Engineering-Career (Professional)							
G	Lead Engineer - Dispatch & ECC	Dispatch & ECC E	NYSEG	AZE130_P3 Computer Control Systems Electronics Engineering-Career (Professional)							
G	Lead Engineer - Dispatch & ECC	Dispatch & ECC E	NYSEG	AZE130_P3 Computer Control Systems Electronics Engineering-Career (Professional)							
G	Lead Engineer - Dispatch & ECC	Dispatch & ECC E	NYSEG	AZE130_P3 Computer Control Systems Electronics Engineering-Career (Professional)							
H	Supervisor - Transmission System Ops	Dispatch & ECC F	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC J	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC K	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC L	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC N	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC O	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC P	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC Q	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Oper	Dispatch & ECC R	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC S	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
H	Supervisor - Transmission System Ops	Dispatch & ECC T	NYSEG	ETM000_M2 Electric Transmission Construction and/or Maintenance Generalist/Multidiscipline_Manager (Supervisory/Management)							
F	Engineer - Gas Engineering	E&D Gas Engineering - West A	NYSEG	AZE573_P2 Gas Distribution Engineering_Intermediate (Professional)							
H1	Manager - Gas Engineering A	E&D Gas Engineering A	NYSEG	AZE573_M2 Gas Distribution Engineering_Manager (Supervisory/Management)							
F	Engineer - Gas Engineering B	E&D Gas Engineering B	NYSEG	AZE573_P2 Gas Distribution Engineering_Intermediate (Professional)							
G1	Lead Engineer - Gas Engineering	E&D Gas Engineering B	NYSEG	AZE573_P3 Gas Distribution Engineering_Career (Professional)							
F	Engineer - Gas Engineering C	E&D Gas Engineering C	NYSEG	AZE573_P2 Gas Distribution Engineering_Intermediate (Professional)							
F	Engineer - Gas Engineering C	E&D Gas Engineering C	NYSEG	AZE573_P2 Gas Distribution Engineering_Intermediate (Professional)							
F	Lead Analyst - Programs	E&D Gas Engineering C	NYSEG	EDD000_P3 Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)							
H1	Supervisor - Field Planning	E&D Gas Field Planning - West A	NYSEG	EDD000_M1 Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
H	Manager - Quality Projects	E&D Gas Project & Programs	NYSEG	ADY000_M2 Quality Assurance Methods Generalist/Multidiscipline_Manager (Supervisory/Management)							
G	Manager - Programs/Projects	E&D MGP Projects	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Manager - Programs/Projects	E&D MGP Projects	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Manager - Environmental Programs/Project	EHS Compliance	NYSEG	AHS020_M2 Environmental Remediation_Manager (Supervisory/Management)							
H	Manager - Environmental Compliance	EHS Compliance	NYSEG	AHS020_M2 Environmental Remediation_Manager (Supervisory/Management)							
G1	Lead Engineer - Electric System Eng	EHS Compliance Projects	NYSEG	AZE545_P3 Electric Systems Construction Design Standards Engineering_Career (Professional)							
H	Manager - Projects Unit	EHS Compliance Projects	NYSEG	APM530_M2 Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)							
J	Director - Electric Distribution	Electric Distribution NY	NYSEG	EDD000_M3 Energy Delivery/Distribution Generalist/Multidiscipline_Senior Manager (Supervisory/Management)							
E	Associate Engineer-Distribution Planning	Electric Distribution Planning NY	NYSEG	AZE543_P2 Electric Distribution Engineering_Career (Professional)							
E	Associate Engineer-Distribution Planning	Electric Distribution Planning NY	NYSEG	AZE543_P2 Electric Distribution Engineering_Career (Professional)							
E	Associate Engineer-Distribution Planning	Electric Distribution Planning NY	NYSEG	AZE543_P2 Electric Distribution Engineering_Career (Professional)							
E	Associate Engineer-Distribution Planning	Electric Distribution Planning NY	NYSEG	AZE543_P2 Electric Distribution Engineering_Career (Professional)							
F	Engineer - Distribution Planning	Electric Distribution Planning NY	NYSEG	AZE543_P3 Electric Distribution Engineering_Career (Professional)							
G1	Lead Engineer - Distribution Planning NY	Electric Distribution Planning NY	NYSEG	AZE543_P4 Electric Distribution Engineering_Specialist (Professional)							
H1	Supervisor - Distribution Planning	Electric Distribution Planning NY	NYSEG	AZE530_P4 Electric System/Grid Planning Engineering_Specialist (Professional)							
H	Manager - Electric Supplier Services	Electric Supplier Services	NYSEG	ET0000_M2 Electric Transmission Operations Generalist/Multidiscipline_Manager (Supervisory/Management)							
F	Lead Analyst - Electric Supply	Electric Supply A	NYSEG	EF5000_P3 Energy Supply Generalist/Multidiscipline_Career (Professional)							
F	Lead Analyst - Electric Supply	Electric Supply A	NYSEG	EF5000_P3 Energy Supply Generalist/Multidiscipline_Career (Professional)							
F	Lead Analyst - ISO Issues	Electric Supply A	NYSEG	EF5000_P3 Energy Supply Generalist/Multidiscipline_Career (Professional)							
C	Administrative Assistant	Electric Transmission Services	NYSEG	AAS000_U3 Administrative Services Generalist/Multidiscipline_Senior (Business Support)							
E	Analyst - System Planning	Electric Transmission Services	NYSEG	ETO000_P2 Electric Transmission Operations Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - System Planning	Electric Transmission Services	NYSEG	ETO000_P2 Electric Transmission Operations Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - System Planning	Electric Transmission Services	NYSEG	ETO000_P2 Electric Transmission Operations Generalist/Multidiscipline_Intermediate (Professional)							
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Manager - Programs/Projects	Electric Transmission Services	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
J	Director - Transmission	Electric Transmission Services	NYSEG	EDD000_M3 Energy Delivery/Distribution Generalist/Multidiscipline_Senior Manager (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Elmira Const. & Maint. - Gas A	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Elmira Const. & Maint. - Gas B	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							

PUBLIC VERSION - REDACTED

Pay Grade	Job Title	Organizational Unit	Company	Survey Benchmark Code and Name	Total Direct	Total Benefits	Total Compensation	50th Percentile	/-	Average	/-
F	Lead Analyst - Trainer ECC	Energy Control Center C	NYSEG	AHR134_P3 Technical Training_Career (Professional)							
I	Manager - Energy Control Center	Energy Control Center C	NYSEG	EDD010_M2 Electric Distribution Systems Operations_Manager (Supervisory/Management)							
F	Lead Analyst - Dispatch & ECC	Energy Control Systems C	NYSEG	AZE130_P3 Computer Control Systems Electronics Engineering-Career (Professional)							
F	Lead Analyst - Dispatch & ECC	Energy Control Systems C	NYSEG	AZE130_P3 Computer Control Systems Electronics Engineering-Career (Professional)							
F	Lead Analyst - Dispatch & ECC	Energy Control Systems C	NYSEG	AZE130_P3 Computer Control Systems Electronics Engineering-Career (Professional)							
F	Lead Analyst - GIS and Mapping	Energy Control Systems C	NYSEG	AZT505_P3 Geographical Information Systems Technical Specialty_Career (Professional)							
H	Manager - Planning & Cost Control	EPE BM Project Management	NYSEG	APM000_M1 Project/Program Management Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
D	Associate Analyst-Field Customer Service	Field Customer Service - Auburn	NYSEG	AMS010_P1 Customer Service_Entry (Professional)							
G	Supervisor - Field Customer Service	Field Customer Service - Auburn	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Brewster	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Elmira Team A	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Hornell	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
D	Associate Analyst-Field Customer Service	Field Customer Service - Ithaca	NYSEG	AMS010_P1 Customer Service_Entry (Professional)							
G	Supervisor - Field Customer Service	Field Customer Service - Ithaca	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Liberty	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Mechanicville	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
I	Manager - Regional Ops Cust Service	Field Customer Service - NYSEG Central	NYSEG	AMS000_M2 Customer Support/Operations Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Ops Cust Service	Field Customer Service - NYSEG East	NYSEG	AMS000_M2 Customer Support/Operations Generalist/Multidiscipline_Manager (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Oneonta Team B	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Plattsburgh	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Binghamton TeamA	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
D	Associate Analyst-Field Customer Service	Field Customer Service - Binghamton TeamB	NYSEG	AMS010_P1 Customer Service_Entry (Professional)							
G	Supervisor - Field Customer Service	Field Customer Service - Binghamton TeamB	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Field Customer Service	Field Customer Service - Lancaster Team B	NYSEG	AMS000_M1 Customer Support/Operations Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
I	Manager - Regional Ops Cust Service	Field Customer Service - RGE & NYSEG West	NYSEG	AMS000_M2 Customer Support/Operations Generalist/Multidiscipline_Manager (Supervisory/Management)							
E	Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	AMK040_P2 Market Research/Intelligence_Intermediate (Professional)							
E	Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	AMK040_P2 Market Research/Intelligence_Intermediate (Professional)							
E	Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	AMK040_P2 Market Research/Intelligence_Intermediate (Professional)							
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	CAMS00_S3 Key Accounts_Career (Customer/Client Management and Sales)							
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	CAMS00_S3 Key Accounts_Career (Customer/Client Management and Sales)							
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	CAMS00_S3 Key Accounts_Career (Customer/Client Management and Sales)							
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	CAMS00_S3 Key Accounts_Career (Customer/Client Management and Sales)							
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	CAMS00_S3 Key Accounts_Career (Customer/Client Management and Sales)							
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamA	NYSEG	CAMS00_S3 Key Accounts_Career (Customer/Client Management and Sales)							
H	Manager - Key Acct Management	Field Relationship Management NY - TeamA	NYSEG	CAMS00_M2 Key Accounts_Manager (Supervisory/Management)							
E	Analyst - Customer Billing	Field Relationship Management NY - TeamB	NYSEG	AMS030_P2 High Volume Customer Billing_Intermediate (Professional)							
F	Lead Analyst - Project Manager	Field Relationship Management NY - TeamB	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
F	Lead Engineer - Marketing & Sales	Field Relationship Management NY - TeamB	NYSEG	AZE434_P3 Electric Distribution Engineering_Career (Professional)							
G	Lead Analyst - Key Account Management	Field Relationship Management NY - TeamB	NYSEG	CAMS00_S3 Key Accounts_Career (Customer/Client Management and Sales)							
G	Supervisor - Meter Services	Gas Meter Service - NY	NYSEG	EDD070_M1 Distribution Meter Services Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Damage Prevention	Gas Operations - Engineering	NYSEG	ALS030_M1 Claims Resolution_Supervisor (Supervisory/Management)							
H1	Manager - Gas Engineering	Gas Operations - Engineering	NYSEG	AZE573_M2 Gas Distribution Engineering_Manager (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Geneva Const. & Maint. - Gas A	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Geneva Const. & Maint. - Gas B	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Geneva Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
G	Supervisor - Fleet Services	GENSRV Fleet Serv - Plattsburgh Networks	NYSEG	AAT010_M1 Vehicle Fleet Management_Supervisor (Supervisory/Management)							
G	Supervisor - Fleet Services	GENSRV Fleet Services - Elmira Networks	NYSEG	AAT010_M1 Vehicle Fleet Management_Supervisor (Supervisory/Management)							
G	Supervisor - Fleet Services	GENSRV Fleet Services - Oneonta Networks	NYSEG	AAT010_M1 Vehicle Fleet Management_Supervisor (Supervisory/Management)							
G	Supervisor - Fleet Services	GENSRV Fleet Services - Brewster Networks	NYSEG	AAT010_M1 Vehicle Fleet Management_Supervisor (Supervisory/Management)							
H	Supervisor - Fleet Services	GENSRV Fleet Services -Ithaca Network	NYSEG	AAT010_M1 Vehicle Fleet Management_Supervisor (Supervisory/Management)							
G	Supervisor - Fleet Services	GENSRV Fleet Services-Lancaster Networks	NYSEG	AAT010_M1 Vehicle Fleet Management_Supervisor (Supervisory/Management)							
F	Lead Analyst - Real Estate	GENSRV Real Estate Services East	NYSEG	ARE000_P3 Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)							
F	Lead Analyst - Real Estate	GENSRV Real Estate Services West	NYSEG	ARE000_P3 Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)							
F	Lead Analyst - Real Estate	GENSRV Real Estate Services West	NYSEG	ARE000_P3 Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)							
G	Project Manager - GIS & Mapping	GIS Operations	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
E	Analyst - GIS and Mapping	GIS Operations - NY A	NYSEG	AZT505_P2 Geographical Information Systems Technical Specialty_Intermediate (Professional)							
E	Analyst - GIS and Mapping	GIS Operations - NY A	NYSEG	AZT505_P2 Geographical Information Systems Technical Specialty_Intermediate (Professional)							
E	Analyst - GIS and Mapping	GIS Operations - NY A	NYSEG	AZT505_P2 Geographical Information Systems Technical Specialty_Intermediate (Professional)							
E	Analyst - GIS and Mapping	GIS Operations - NY A	NYSEG	AZT505_P2 Geographical Information Systems Technical Specialty_Intermediate (Professional)							
F	Lead Analyst - GIS Operations	GIS Operations - NY A	NYSEG	AZT505_P3 Geographic Information Systems (GIS) - Experienced Professional (P2)							
F	Lead Analyst - GIS Operations	GIS Operations - NY A	NYSEG	AZT505_P3 Geographic Information Systems (GIS) - Experienced Professional (P2)							
F	Lead Analyst - GIS Operations	GIS Operations - NY A	NYSEG	AZT505_P3 Geographic Information Systems (GIS) - Experienced Professional (P2)							
G	Supervisor - GIS Operations	GIS Operations - NY A	NYSEG	AZT505_M1 Geographic Information Systems (GIS) - Supervisor (Supervisory/Management)							
G	Supervisor - GIS Operations	GIS Operations - NY B	NYSEG	AZT505_M1 Geographic Information Systems (GIS) - Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Hornell Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	AHS000_P3 Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)							
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	AHS000_P3 Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)							
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	AHS000_P3 Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)							
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	AHS000_P3 Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)							
G	Lead Analyst - Health and Safety	HRHS Health & Safety B Networks	NYSEG	AHS000_P3 Environmental Health and Safety Generalist/Multidiscipline_Career (Professional)							
I	Manager - Integrated Field Cons Design	Integrated Field Construction Design	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
G	Supervisor - Integrated Field Design	Integrated Field Construction Design D	NYSEG	EDD000_M1 Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Integrated Field Design	Integrated Field Construction Design G	NYSEG	EDD000_M1 Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)							

PUBLIC VERSION - REDACTED

Pay Grade	Job Title	Organizational Unit	Company	Survey Benchmark Code and Name	Total Direct	Total Benefits	Total Compensation	50th Percentile	-/-	Average	-/-
G	Supervisor - Integrated Field Design	Integrated Field Construction Design H	NYSEG	EDD000_M1 Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Integrated Field Design	Integrated Field Construction Design I	NYSEG	EDD000_M1 Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Data Technicians	Integrated Planning Scheduling D	NYSEG	EDD000_M1 Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Data Technicians	Integrated Planning Scheduling E	NYSEG	EDD000_M1 Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
E	Analyst - Work Planning	Integrated Planning Scheduling H	NYSEG	EDD000_P2 Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - Work Planning	Integrated Planning Scheduling H	NYSEG	EDD000_P2 Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - Work Planning	Integrated Planning Scheduling H	NYSEG	EDD000_P2 Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)							
G	Supervisor - Work Planning	Integrated Planning Scheduling H	NYSEG	EDD000_M1 Energy Delivery/Distribution Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Ithaca Const. & Maint. - Gas	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Ithaca Const. & Maint. - Gas B	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Ithaca Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Lancaster Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Liberty Const. & Maint. - Elec.	NYSEG	EDD020_M1 Electric Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Liberty Const. & Maint. - Gas	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Liberty Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Lockport Const. & Maint. - Gas B	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Manager - Programs/Projects	Marketing & Sales - Maine A	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
E	Analyst - Programs	Marketing & Sales - NY	NYSEG	EDE000_P2 Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - Programs	Marketing & Sales - NY	NYSEG	EDE000_P2 Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)							
F	Lead Analyst -Energy Efficiency Programs	Marketing & Sales - NY	NYSEG	AMS000_P3 Customer Support/Operations Generalist/Multidiscipline_Career (Professional)							
G	Manager - Programs/Projects	Marketing & Sales - NY	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
E	Analyst - Gas Marketing & Sales	Marketing & Sales - NY Team B	NYSEG	AMK000_P2 Marketing Generalist/Multidiscipline_Intermediate (Professional)							
G	Project Manager	Master Data	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Supervisor - Substation Operations	Mechanicville Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
I	Manager - Meter Services	Meter Services - NY	NYSEG	EDD070_M2 Distribution Meter Services Generalist/Multidiscipline_Manager (Supervisory/Management)							
G1	Lead Engineer - Electric Maintenance Eng	Networks Standardization & Maintenance	NYSEG	AZES30_P3 Electric System/Grid Planning Engineering_Career (Professional)							
I1	Manager Networks Standardization & Maint	Networks Standardization & Maintenance	NYSEG	AZES33_M2 Electric System/Grid Operations Engineering_Manager (Supervisory/Management)							
EDEC	NYSEG & RG&E Chief Executive Officer	NYSEG and RGE President's Office	NYSEG	AAB03_EX Division Head (General Industry)							
F	Lead Analyst - Supplier Relations	NY Supplier Relations	NYSEG	AMS000_P3 Customer Support/Operations Generalist/Multidiscipline_Career (Professional)							
G	Supervisor - Construction & Maintenance	Oneonta Const. & Maint. - Gas A	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Oneonta Const. & Maint. - Gas B	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Oneonta Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Plattsburgh Const. & Maint. - Gas	NYSEG	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Plattsburgh Substation Operations	NYSEG	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
F	Lead Analyst - Process Improvement	Process Improvement	NYSEG	AQY020_P2 Business Process Improvement_Intermediate (Professional)							
G	Supervisor - Process Improvement	Process Improvement	NYSEG	EDD040_M1 Gas Distribution System Operations_Supervisor (Supervisory/Management)							
F	Lead Analyst - Real Estate	Processes - Reporting - Administration	NYSEG	ARE000_P3 Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)							
F	Lead Analyst-RE Lease License Specialist	Processes - Reporting - Administration	NYSEG	ARE000_P3 Real Estate and Facilities Generalist/Multidiscipline-Career (Professional)							
F	Lead Analyst - Programs	Program Management & Executive Support	NYSEG	EDD000_P3 Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)							
E	Analyst - Programs	Programs & Projects	NYSEG	EDE000_P2 Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)							
E	Associate Project Manager	Projects Unit MV1	NYSEG	APM530_P2 Electric Transmission and/or Distribution Project Management_Intermediate (Professional)							
G	Project Manager	Projects Unit MV2	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G1	Lead Engineer - Electric System Eng	Projects Unit MV2	NYSEG	AZES45_P3 Electric Systems Construction Design Standards Engineering_Career (Professional)							
H1	Manager - Projects Unit	Projects Unit MV2	NYSEG	APM530_M2 Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)							
G	Manager - Programs/Projects	Projects Unit Station 3	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Project Manager	Projects Unit Station 3	NYSEG	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G1	Lead Engineer - Electric System Eng	Projects Unit Station 3	NYSEG	AZES45_P3 Electric Systems Construction Design Standards Engineering_Career (Professional)							
H1	Manager - Projects Unit	Projects Unit Station 3	NYSEG	APM530_M2 Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)							
F	Engineer - Substation Engineering	Projects Unit Stations Int/Pr 2	NYSEG	AZES40_P2 Electric Transmission Asset Planning and Operations Engineering_Intermediate (Professional)							
H1	Principal Engineer - Protection Eng	Protection & Control	NYSEG	AZES40_P4 Electric Transmission Asset Planning and Operations Engineering_Specialist (Professional)							
H1	Principal Engineer - Protection Eng	Protection & Control	NYSEG	AZES40_P4 Electric Transmission Asset Planning and Operations Engineering_Specialist (Professional)							
I	Manager - Regional Operations	Regional Operations - Central Region	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Regional Operations - East Region A	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Regional Operations - East Region B	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
F	Coordinator - Field Construction	Regional Operations - Lakes Region	NYSEG	EDD020_P3 Electric Distribution Construction and/or Maintenance_Career (Professional)							
I	Manager - Regional Operations	Regional Operations - West Region A	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Regional Operations A	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Regional Operations B	NYSEG	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
E	Analyst - Pricing & Analysis	Regulatory & Tariffs	NYSEG	AMK080_P2 Pricing-Intermediate (Professional)							
I	Manager - Regulatory & Tariffs	Regulatory & Tariffs	NYSEG	AFT090_M2 Rates_Manager (Supervisory/Management)							
G	Lead Analyst - Pricing & Analysis	Regulatory B I	NYSEG	AMK080_P3 Pricing_Career (Professional)							
G	Lead Analyst - Pricing & Analysis	Regulatory B I	NYSEG	AMK080_P3 Pricing_Career (Professional)							
E	Lead Analyst - Credit & Collections	Remittance Processing	NYSEG	AFCD00_P3 Credit and Collections Generalist/Multidiscipline_Career (Professional)							
E	Analyst - Programs	Research & Strategic Communications-ME&CT	NYSEG	EDE000_P2 Energy Efficiency/Conservation Generalist/Multidiscipline_Intermediate (Professional)							
F	Lead Analyst - Advertising	Research & Strategic Communications-ME&CT	NYSEG	ACA120_P3 Creative Design Services-Career (Professional)							
I	Manager - Revenue Requirements	Revenue Requirements A	NYSEG	AFT010_M2 Financial Analysis_Manager (Supervisory/Management)							
F	Lead Analyst - Sales & Load Forecasting	Sales & Load Forecasting	NYSEG	AFT010_P3 Financial Analysis_Career (Professional)							
F	Lead Analyst - Sales & Load Forecasting	Sales & Load Forecasting	NYSEG	AFT010_P3 Financial Analysis_Career (Professional)							
G	Lead Analyst - Pricing & Analysis	Sales & Load Forecasting	NYSEG	AMK080_P3 Pricing_Career (Professional)							
G	Lead Analyst - Pricing & Analysis	Sales & Load Forecasting	NYSEG	AMK080_P3 Pricing_Career (Professional)							
I	Manager - Sales & Load Forecasting	Sales & Load Forecasting	NYSEG	AFT010_M2 Financial Analysis_Manager (Supervisory/Management)							
H	Manager - Store Operations	Store Operations	NYSEG	ASC020_M2 Materials Management_Manager (Supervisory/Management)							
G	Supervisor - Stores	Stores - Binghamton	NYSEG	ASC025_M1 Inventory Control_Supervisor (Supervisory/Management)							
G	Supervisor - Stores	Stores - Brewster	NYSEG	ASC025_M1 Inventory Control_Supervisor (Supervisory/Management)							

PUBLIC VERSION - REDACTED

Pay Grade	Job Title	Organizational Unit	Company	Survey Benchmark Code and Name	Total Direct	Total Benefits	Total Compensation	50th Percentile	/-	Average	/-
F	Lead Analyst-Technical Support Services	Master Data	RGE	ASC025_P2 Inventory Control_Intermediate (Professional)							
F	Lead Analyst-Technical Support Services	Master Data	RGE	ASC025_P2 Inventory Control_Intermediate (Professional)							
J	Director -Integr Plan& Process Implement	Network Automation Project	RGE	APM000_M3 Project/Program Management Generalist/Multidiscipline-Senior Manager (Supervisory/Management)							
E	Technician - Electric Maintenance Eng	Networks Standardization & Maintenance	RGE	AZT000_P2 Technical Specialty/Skilled Trade Generalist/Multidiscipline_Intermediate (Professional)							
E	Technician - Electric Maintenance Eng	Networks Standardization & Maintenance	RGE	AZT000_P2 Technical Specialty/Skilled Trade Generalist/Multidiscipline_Intermediate (Professional)							
F	Engineer - Electric Maintenance Engineer	Networks Standardization & Maintenance	RGE	AZE543_P2 Electric Distribution Engineering_Intermediate (Professional)							
EXEC	VP Controller & Treasurer	NY Controller & Treasurer	RGE	ACA055_EX Top State/Region/Province/Local Regulatory Affairs Executive							
F	Lead Analyst - Public Affairs	NY Outreach & Development Networks B	RGE	ACA020_P3 Community Affairs/Relations_Career (Professional)							
F	Lead Analyst - Public Affairs	NY Outreach & Development Networks B	RGE	ACA020_P3 Community Affairs/Relations_Career (Professional)							
H	Manager-Regional Outreach & Development	NY Outreach & Development Networks B	RGE	ACA010_M2 Public Relations_Manager (Supervisory/Management)							
F	Lead Analyst - Supplier Relations	NY Supplier Relations	RGE	AMS000_P3 Customer Support/Operations Generalist/Multidiscipline_Career (Professional)							
D	Executive Administrator	NYSEG and RGE President's Office	RGE	AAS041_U3 Secretarial/Administrative Assistance_Senior (Business Support)							
G	Manager - Programs/Projects	Programs Management Smart Grids A	RGE	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Manager - Programs/Projects	Programs Management Smart Grids A	RGE	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G	Contract Specialist	Project Management Office	RGE	ALS020_P4 Contract Administration_Specialist (Professional)							
G	Project Manager	Projects Unit HV	RGE	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
H1	Manager - Projects Unit	Projects Unit MV1	RGE	APM530_M2 Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)							
G	Project Manager	Projects Unit MV2	RGE	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G1	Lead Engineer - Electric System Eng	Projects Unit MV2	RGE	AZE545_P3 Electric Systems Construction Design Standards Engineering_Career (Professional)							
G	Manager - Programs/Projects	Projects Unit Stations Int/Pr 2	RGE	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
G1	Civil Engineer Substation Lead	Projects Unit Stations Int/Pr 2	RGE	AZE540_P3 Electric Transmission Asset Planning and Operations Engineering_Career (Professional)							
G1	Electrical Engineer Substation Lead	Projects Unit Stations Int/Pr 2	RGE	AZE540_P3 Electric Transmission Asset Planning and Operations Engineering_Career (Professional)							
G1	Supervisor-Compliance Sys Protection Eng	Protection & Control II	RGE	AZE540_P4 Electric Transmission Asset Planning and Operations Engineering_Specialist (Professional)							
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	AZE545_P3 Electric Systems Construction Design Standards Engineering_Career (Professional)							
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	AZE545_P3 Electric Systems Construction Design Standards Engineering_Career (Professional)							
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	AZE545_P3 Electric Systems Construction Design Standards Engineering_Career (Professional)							
G1	Lead Engineer - Electric System Eng	Protection & Control NY	RGE	AZE545_P3 Electric Systems Construction Design Standards Engineering_Career (Professional)							
G1	Lead Engineer - Network	Protection & Control NY	RGE	AID080_P3 Network Architecture Design_Career (Professional)							
G1	Lead Engineer - Network	Protection & Control NY	RGE	AID080_P3 Network Architecture Design_Career (Professional)							
H1	Supervisor - Electric System Engineering	Protection & Control NY	RGE	AZE540_M2 Electric Transmission Asset Planning and Operations Engineering_Manager (Supervisory/Management)							
D	Executive Administrative Assistant	Rates & Regulatory Economics	RGE	AAS041_U3 Secretarial/Administrative Assistance-Senior (Business Support)							
I	Manager - Regional Operations	Regional Operations - Rochester Region	RGE	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
I	Manager - Regional Operations	Regional Operations C	RGE	EDD000_M2 Energy Delivery/Distribution Generalist/Multidiscipline_Manager (Supervisory/Management)							
C	Senior Administrative Assistant	Regulatory & Tariffs	RGE	AAS041_U2 Secretarial/Administrative Assistance_Intermediate (Business Support)							
F	Lead Analyst - Regulatory & Tariffs	Regulatory & Tariffs	RGE	AFT090_P3 Rates_Career (Professional)							
G	Lead Analyst - CCS Business Support	Regulatory & Tariffs	RGE	AID000_P3 IT Development Generalist/Multidiscipline_Career (Professional)							
K	Director - Regulatory	Regulatory B	RGE	AFT090_M4 Rates_Group Manager (Supervisory/Management)							
G	Lead Analyst - Pricing & Analysis	Regulatory B I	RGE	AMK080_P3 Pricing_Career (Professional)							
G	Lead Analyst - Pricing & Analysis	Regulatory B I	RGE	AMK080_P3 Pricing_Career (Professional)							
I	Manager - Pricing & Analysis	Regulatory B I	RGE	AFT090_M2 Rates_Manager (Supervisory/Management)							
E	Analyst - Revenue Requirements	Revenue Requirements A	RGE	AFT010_P2 Financial Analysis_Intermediate (Professional)							
F	Lead Analyst - Regulatory & Tariffs	Revenue Requirements A	RGE	AFT090_P3 Rates_Career (Professional)							
G	Lead Analyst - Pricing & Analysis	Revenue Requirements A	RGE	AMK080_P3 Pricing_Career (Professional)							
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas B	RGE	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
F	Lead Analyst - T&D Support	Rochester Const. & Maint. - Gas C	RGE	EDD000_P3 Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)							
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas C	RGE	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas D	RGE	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
F	Lead Analyst - T&D Support	Rochester Const. & Maint. - Gas E	RGE	EDD000_P3 Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)							
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas E	RGE	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
E	Analyst - Field Planning	Rochester Const. & Maint. - Gas F	RGE	EDD000_P2 Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)							
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas F	RGE	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
E	Analyst - Field Planning	Rochester Const. & Maint. - Gas G	RGE	EDD000_P2 Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)							
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas G	RGE	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Construction & Maintenance	Rochester Const. & Maint. - Gas H	RGE	EDD050_M1 Gas Distribution Construction and/or Maintenance_Supervisor (Supervisory/Management)							
G	Supervisor - Substation Operations	Rochester Substation Operations A	RGE	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
E	Analyst - Field Planning	Rochester Substation Operations B	RGE	EDD000_P2 Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)							
G	Supervisor - Substation Operations	Rochester Substation Operations B	RGE	EDD030_M1 Electric Distribution/Substation Equipment Testing/Repair_Supervisor (Supervisory/Management)							
G	Lead Analyst - Pricing & Analysis	Sales & Load Forecasting	RGE	AMK080_P3 Pricing_Career (Professional)							
G	Lead Analyst - Pricing & Analysis	Sales & Load Forecasting	RGE	AMK080_P3 Pricing_Career (Professional)							
E	Analyst - Programs	Special Projects	RGE	APM000_P2 Project/Program Management Generalist/Multidiscipline_Intermediate (Professional)							
G	Supervisor - Stores	Stores - Lancaster	RGE	ASC025_M1 Inventory Control_Supervisor (Supervisory/Management)							
E	Technician - Communications A	Substation Automation RG&E B	RGE	EDD000_P2 Energy Delivery/Distribution Generalist/Multidiscipline_Intermediate (Professional)							
F	Gang Foreperson - Substation Electrician	Substation Automation RG&E B	RGE	EDD000_P3 Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)							
F	Gang Foreperson - Substation Electrician	Substation Automation RG&E C	RGE	EDD000_P3 Energy Delivery/Distribution Generalist/Multidiscipline_Career (Professional)							
G	Manager - Programs/Projects	Substation Operations Projects	RGE	APM000_P3 Project/Program Management Generalist/Multidiscipline_Career (Professional)							
I	Manager - Automation & Projects	Substation Operations Projects	RGE	APM530_M2 Electric Transmission and/or Distribution Project Management_Manager (Supervisory/Management)							
E	Technician - Electric Maintenance Eng	Substation StandardizationMaintenanceII	RGE	AZT000_P2 Technical Specialty/Skilled Trade Generalist/Multidiscipline_Intermediate (Professional)							
I	Manager - Substation Operations	System Operations RG&E	RGE	EDD020_M2 Electric Distribution Construction and/or Maintenance_Manager (Supervisory/Management)							
F	Lead Analyst - SS Automation Support	Systems Operations	RGE	EDD010_P3 Electric Distribution Systems Operations_Career (Professional)							
F	Lead Analyst - Programs	Systems Operations B	RGE	AQY020_P3 Business Process Improvement_Career (Professional)							
F	Lead Analyst - Economic Development	USC - Economic Development Networks	RGE	ACD030_P3 Corporate Development_Career (Professional)							
H	Manager - Public Affairs State Govt	USC - NY Outreach & Development Networks	RGE	ACA010_M2 Public Relations_Manager (Supervisory/Management)							
E	Analyst - Vegetation Management	Vegetation - Financial Processes	RGE	EVM000_P2 Vegetation Management and Forestry Generalist/Multidiscipline_Intermediate (Professional)							

Pay Grade	Job Title	Organizational Unit	Company	Survey Benchmark Code and Name	Total Direct	Total Benefits	Total Compensation	50th Percentile	/-	Average	/-
E	Analyst - Vegetation Management	Vegetation - Financial Processes	RGE	EVM000_P2 Vegetation Management and Forestry Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - Vegetation Management	Vegetation - Financial Processes	RGE	EVM000_P2 Vegetation Management and Forestry Generalist/Multidiscipline_Intermediate (Professional)							
G	Supervisor - Vegetation Mgmt Admin	Vegetation - Financial Processes	RGE	EVM000_M1 Vegetation Management and Forestry Generalist/Multidiscipline_Supervisor (Supervisory/Management)							
F	Lead Analyst - Vegetation Management	Vegetation - NY West	RGE	EVM000_P3 Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)							
F	Lead Analyst - Vegetation Management	Vegetation - NY West	RGE	EVM000_P3 Vegetation Management and Forestry Generalist/Multidiscipline_Career (Professional)							
E	Analyst - Customer Relations Center	Workforce Management & Quality	RGE	AMS020_P2 Customer Contact Center Generalist/Multidiscipline_Intermediate (Professional)							
E	Analyst - Customer Service	Workforce Management & Quality	RGE	AMS000_P2 Customer Support/Operations Generalist/Multidiscipline_Intermediate (Professional)							
F	Lead Analyst - Customer Relations Center	Workforce Management & Quality	RGE	AMS000_P3 Customer Support/Operations Generalist/Multidiscipline_Career (Professional)							

Aon C/BP – 6 Summary of Results for NYSEG and RG&E

Non Union Employees - RGE		Competitive Positioning vs. External Market - Blended Peer Group			
Summary of Results	RGE	50th Percentile	as % of 50th	Average	as % of Average
Base Salary	\$76.2	\$79.3	96.1%	\$80.6	94.5%
Total Cash Compensation ¹	\$81.8	\$86.5	94.5%	\$88.0	93.0%
Total Direct Compensation ²	\$82.1	\$87.4	93.9%	\$89.0	92.3%
Total Benefit Value ³	\$25.0	\$25.0	99.8%	\$25.3	98.9%
Total Compensation and Benefits ⁴	\$107.1	\$112.5	95.2%	\$114.2	93.8%

Non Union Employees -		Competitive Positioning vs. External Market - Blended Peer Group			
NYSEG Summary of Results	NYSEG	50th Percentile	as % of 50th	Average	as % of Average
Base Salary	\$93.4	\$96.2	97.0%	\$97.5	95.8%
Total Cash Compensation ¹	\$100.8	\$106.9	94.3%	\$108.2	93.1%
Total Direct Compensation ²	\$101.1	\$108.0	93.7%	\$109.7	92.2%
Total Benefit Value ³	\$28.2	\$28.8	98.0%	\$29.0	97.1%
Total Compensation and Benefits ⁴	\$129.3	\$136.8	94.6%	\$138.7	93.3%

Note: The pay levels for Non-Union employees at RGE / NYSEG and the External Market Data reflect the **average** values across all employees and their corresponding market data.

¹ Total Cash Compensation is the sum of Base Salary and the value of short-term variable pay, if received at targeted levels.

² Total Direct Compensation is the sum of Total Cash Compensation and the estimated value of long-term equity grants.

³ Total Benefit Value is based on the current plan offerings provided at RGE / NYSEG. Includes retirement, death, LTD, and healthcare benefits.

⁴ Total Benefits and Compensation is the sum of Total Direct Compensation and the estimated value of employee benefits.

Aon C/BP – 6 Annual Incentive Performance-Based Pay Comparisons for NYSEG and RG&E

NYSEG / RGE Annual Variable Performance-based Compensation
as a percentage of Base Salary by Pay Band

NYSEG / RGE ¹		External Market - Blended Peer Group		
Pay Band	Short-Term Variable Pay	25th Percentile	50th Percentile	75th Percentile
A	5%	5%	5%	5%
B	5%	5%	5%	6%
C	5%	5%	6%	7%
D	5%	6%	6%	6%
E	5%	7%	8%	10%
F	6%	8%	8%	8%
G	8%	10%	10%	12%
H	8%	10%	12%	15%
I	8%	12%	15%	16%
J	20%	15%	15%	20%
K	20%	18%	20%	25%
VP	35%	28%	34%	38%

¹ Represents the National pay structure in place for NYSEG / RGE

Derivation of the Customers' Share of Union Incentive Compensation Plan

NY STATE ELECTRIC & GAS CORP

Privileged and Confidential

**2018 Union Incentive Compensation
Customer vs. Shareholder Benefits**

2018 Lump Sum Target Payout 2% of Annual Salary

<u>No.</u>	<u>%</u>	<u>Objective</u>	<u>Shareholder / Other</u>	<u>Customer</u>
1	33%	NYSEG Profitability Metric	33%	
2	33%	Reliability Metrics: NYSEG SAIFI NYSEG CAIDI Gas Safety Customer Satisfaction		33%
3	34%	Lost Time Rate		34%
	100%		33%	67%

Derivation of the Customers' Share of Union Incentive Compensation Plan

ROCHESTER GAS & ELEC CORP

Privileged and Confidential

**2018 Union Incentive Compensation
Customer vs. Shareholder Benefits**

2018 Lump Sum Target:

1% of Annual Salary

<u>No.</u>	<u>%</u>	<u>Objective</u>	<u>Shareholder / Other</u>	<u>Customer</u>
1	33%	RG&E Profitability Metric	33%	
2	33%	Reliability Metrics: RG&E SAIFI RG&E CAIDI Gas Safety		33%
3	34%	Lost Time Rate		34%
	100%		33%	67%

Derivation of the Customers' Share of Incentive Compensation under the Annual Performance Award ("APA") Plan

NY STATE ELECTRIC & GAS CORP
Non-Union Incentive Compensation
Customer vs. Shareholder Benefits

Avangrid Objectives			Nonunion Director & Above (25%)		Nonunion Below Director (20%)	
No.	%	Objective	Shareholder /		Shareholder /	
			Other	Customer	Other	Customer ¹
1			7.5%		6.0%	
2			2.5%	5.0%	2.0%	4.0%
3			7.5%		6.0%	
4				2.5%		2.0%
100%			17.5%	7.5%	14.0%	6.0%

Avangrid Networks Business			Nonunion Director & Above (35%)		Nonunion Below Director (30%)	
No.	%	Objective	Shareholder /		Shareholder /	
			Other	Customer	Other	Customer ¹
1			7.0%		6.0%	
2				7.0%		6.0%
3				5.3%		4.5%
4			5.3%		4.5%	
5				3.5%		3.0%
6				7.0%		6.0%
100%			12.3%	22.8%	10.5%	19.5%

¹ Example customer benefit weighting calculation = Objective Weighting % multiplied by Nonunion Below Director Weighting %

Derivation of the Customers' Share of Incentive Compensation under the Annual Performance Award ("APA") Plan

ROCHESTER GAS & ELEC CORP
Non-Union Incentive Compensation
Customer vs. Shareholder Benefits

Avangrid Objectives			Nonunion Director & Above (25%)		Nonunion Below Director (20%)	
No.	%	Objective	Shareholder /		Shareholder /	
			Other	Customer	Other	Customer ¹
1			7.5%		6.0%	
2			2.5%	5.0%	2.0%	4.0%
3			7.5%		6.0%	
4				2.5%		2.0%
	100%		17.5%	7.5%	14.0%	6.0%

Avangrid Networks Business			Nonunion Director & Above (35%)		Nonunion Below Director (30%)	
No.	%	Objective	Shareholder /		Shareholder /	
			Other	Customer	Other	Customer ¹
1			7.0%		6.0%	
2				7.0%		6.0%
3				5.3%		4.5%
4			5.3%		4.5%	
5				3.5%		3.0%
6				7.0%		6.0%
	100%		12.3%	22.8%	10.5%	19.5%

¹ Example customer benefit weighting calculation = Objective Weighting % multiplied by Nonunion Below Director Weighting %

NY STATE ELECTRIC & GAS CORP

Incentive Compensation

Derivation of Customer's Share of Incentive Compensation - Annual Performance Plan and Union Incentive Compensation Plan

<u>Nonunion Director & Above</u>	<u>Shareholder/Other</u>	<u>Customer</u>	<u>Total</u>
	30%	70%	100%

<u>Nonunion Below Director</u>	<u>Shareholder/Other</u>	<u>Customer</u>	<u>Total</u>
	24%	76%	100%

<u>Union Incentive</u>	<u>Shareholder/Other</u>	<u>Customer</u>	<u>Total</u>
	33%	67%	100%

<u>Weighted Average Customer Percentage</u>	<u>Target Variable Compensation (\$K)</u>	<u>% Target Variable Comp of Total</u>	x	<u>Customer % of Variable Comp</u>	=	<u>Weighted Avg Customer %</u>
Nonunion: Director & Above				70%		
Nonunion: Below Director				76%		
Union Incentive				67%		
	\$ 5,746	100%				71%

ROCHESTER GAS & ELEC CORP

Incentive Compensation

Derivation of Customer's Share of Incentive Compensation - Annual Performance Plan and Union Incentive Compensation Plan

<u>Nonunion Director & Above</u>	<u>Shareholder/Other</u>	<u>Customer</u>	<u>Total</u>
	30%	70%	100%

<u>Nonunion Below Director</u>	<u>Shareholder/Other</u>	<u>Customer</u>	<u>Total</u>
	24%	76%	100%

<u>Union Variable Incentive</u>	<u>Shareholder/Other</u>	<u>Customer</u>	<u>Total</u>
	33%	67%	100%

<u>Weighted Average Customer Percentage</u>	<u>RG&E Target Variable Compensation (\$K)</u>	<u>% Target Variable Comp of Total</u>	x	<u>Customer % of Variable Comp</u>	=	<u>Weighted Avg Customer %</u>
Nonunion: Director & Above				70%		
Nonunion: Below Director				76%		
Union Variable Incentive				67%		
	\$ 2,471	100%				74%

APA Plan Example

APA Example

Example	Title	Salary	Target	Target Award Opportunity (TAO)	Max Award Opportunity (MAO)*	Rating
Sara Jones	Below Director	\$40,000	[REDACTED]	[REDACTED]	[REDACTED]	Fully Competent

*Maximum Award for All APA Participants: Target x 2

Plan	Example	[REDACTED]
2018 APA	Sara Jones	[REDACTED]

Award Weights** (Below Director)

[REDACTED]

[REDACTED]



New York State Electric & Gas Corporation Rochester Gas & Electric Corporation

Pension, OPEB, and 401(k) Projections: 2020–2023

Avangrid

May 2019 Revision

Draft Prepared in Anticipation of Litigation

Introduction

This report presents pension, OPEB and 401(k) expense projections for the New York State Electric & Gas Corporation (“NYSEG”) and Rochester Gas & Electric Corporation (“RG&E”) union and non-union populations for rate case filing purposes. The expense projections are for rate case years April 1, 2020 to March 31, 2023.

The NYSEG pension plan results shown on pages 6, 10, and 69 of this report have been revised to reflect the removal of the John Hancock guaranteed annuities and Medicare premiums for in-payment participants.

The report contains the following:

- Summary of Historical Results for calendar years 2016–2018 on pages 1–4
- Summary of Projection Results on pages 5–8 for rate case years:
 - April 1, 2020 to March 31, 2021
 - April 1, 2021 to March 31, 2022
 - April 1, 2022 to March 31, 2023
- Projection Results Detail section on pages 9–14 for calendar years 2019–2023
- Summaries of the actuarial assumptions, plan provisions and current demographics are in the Appendix which starts on page 15.

Pension Projection

For the qualified pension plans, the following expense and cash contribution projection scenario is provided:

- May 31, 2018 census data
- December 31, 2018 assets
- Discount rate: remains constant for all years at 2019 rate (3.93%)
- Expected return on assets: 7.3% (2019), 7.2% (2020), 7.1% (2021), 7.0% (2022), and 6.9% (2023)
- Actual return on assets: same as expected return
- RG&E US GAAP on an operating level basis
- Funding interest rates: 25-year average three-segment rates based on monthly spot rates remaining at current level
- Most recently ratified union contracts
- Reflect scheduled PBGC premium increases in asset projections
- Make contributions to fully fund the plans by 2023

OPEB Projection

For the OPEB plans, the following expense projection scenario is provided:

- May 31, 2018 census data
- December 31, 2018 assets
- Discount rate: remains constant for all years at 2019 rate (3.93%)
- Expected return on assets: for all years, 6.4% for nontaxable assets and 4.2% for taxable assets
- Actual return on assets: same as expected return
- Most recently ratified union contracts
- NYSEG VEBA annual usage: 50% of benefits paid by the employer
- Current medical trend assumption remains the same for all years

401(k) Projection

For the union and non-union 401(k) plans, the following contribution projection scenario is provided:

- December 31, 2018 census data
- The costs for NYSEG and RG&E union employees will reflect the most recently ratified contracts
- Active union and active non-union employee population remain level for all years
- Participation percentages remain the same

This report has been prepared to present to management projections of expense and contributions for the pension, OPEB, and 401(k) plans of New York State Electric & Gas Corporation and Rochester Gas & Electric Corporation. Determinations for other purposes may be significantly different from the results reported herein. Thus, the use of this report for purposes other than those expressed herein may not be appropriate.

The projections have been conducted in accordance with generally accepted actuarial principles and practices, including the applicable Actuarial Standards of Practice as issued by the Actuarial Standards Board. In addition, the valuation results are based on our understanding of the applicable laws and regulations under Internal Revenue Code (IRC) sections 404 and 412 (including section 430), and our understanding of the financial accounting and reporting requirements under U.S. Generally Accepted Accounting Principles as set forth in Accounting Standards Codification (ASC) Topic 715, including any guidance or interpretations provided by the Company and reviewed by its auditors prior to the issuance of this report. The plan accounting information in this report is not intended to supersede or supplant the advice and interpretations of the Company's auditors.

Future actuarial measurements may differ significantly from the current measurements presented in this report due (but not limited to) to such factors as the following:

- Plan experience differing from that anticipated by the economic or demographic assumptions
- Changes in actuarial methods or in economic or demographic assumptions

- Increases or decreases expected as part of the natural operation of the methodology used for these measurements (such as the end of an amortization period or additional cost or contribution requirements based on the plan's funded status)
- Changes in plan provisions or applicable law

Due to the limited scope of our assignment, we did not perform an analysis of the potential range of such future measurements.

Funded status measurements shown in this report are determined based on various measures of plan assets and liabilities. For funding purposes, plan assets are measured based on the asset valuation method described in the Actuarial Assumptions and Methods section of this report and may be further reduced by certain funding balances depending on the purpose of the funded status measurement. For company disclosure and reporting purposes, funded status is determined using plan assets measured at market value. Plan liabilities are measured based on the interest rates and other assumptions summarized in the Actuarial Assumptions and Methods section of this report.

These funded status measurements may not be appropriate for assessing the sufficiency of plan assets to cover the estimated cost of settling the plan's benefit obligations, and funded status measurements for company disclosure and reporting purposes may not be appropriate for assessing the need for or the amount of future contributions.

In determining minimum required contributions and information relating to plan disclosure and reporting requirements, Aon may be assisting the appropriate plan fiduciary as it performs tasks that are required for the administration of an employee benefit plan. Aon also may be consulting with the employer/plan sponsor (Avangrid) as it considers alternative strategies for funding the plan, or as it evaluates information relating to employer reporting requirements. Thus, Aon potentially will be providing assistance to Avangrid (and/or certain of its employees) acting in a fiduciary capacity (for the benefit of plan participants and beneficiaries) and to Avangrid (and/or its executives) acting in a settlor capacity (for the benefit of the employer sponsoring the qualified pension plans).

In conducting the projections, we have relied on personnel, plan design, and asset information supplied by Avangrid as of the initial valuation date. While we cannot verify the accuracy of all the information, the supplied information was reviewed for consistency and reasonableness. As a result of this review, we have no reason to doubt the substantial accuracy or completeness of the information and believe that it has produced appropriate results.

The actuarial assumptions and methods used in these projections are described in the Actuarial Assumptions and Methods section of this report. Each significant assumption used in these projections represents, in our opinion, a reasonable expectation of anticipated experience under the plan.

The undersigned are familiar with the near-term and long-term aspects of pension valuations and collectively meet the Qualification Standards of the American Academy of Actuaries necessary to render the actuarial opinions contained herein. The information provided in this report is dependent upon various factors as documented throughout this report, which may be subject to change. Each section of this report is considered to be an integral part of the actuarial opinions.

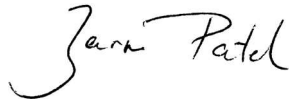
To our knowledge, no colleague of Aon providing services to Avangrid has any material direct or indirect financial interest in Avangrid. Thus, we believe there is no relationship existing that might affect our capacity to prepare and certify this actuarial report for Avangrid.



Melissa Shirk Coppock
Fellow of the Society of Actuaries
Enrolled Actuary



William G. Young
Fellow of the Society of Actuaries
Enrolled Actuary



Zarna Patel
Associate of the Society of Actuaries
Enrolled Actuary

May 2019

Summary of Historical Results

Summary of Historical Results—Pension Plans

NYSEG Historical Net Periodic Pension Cost	2016	2017	2018
Service Cost	\$ 18,075,209	\$ 16,717,151	\$ 16,516,089
Interest Cost	63,528,154	61,280,260	56,498,300
Expected Return on Assets	(103,767,515)	(103,105,411)	(103,271,090)
Amortization of Prior Service Cost	1,369,480	1,201,026	1,077,052
Amortization of (Gains)/Losses	<u>83,228,624</u>	<u>84,731,887</u>	<u>99,369,548</u>
Net Periodic Pension Cost	\$ 62,433,952	\$ 60,824,913	\$ 70,189,899
Allocated to Non-Regulated Affiliate	<u>(2,937,937)</u>	<u>(3,069,973)</u>	<u>(3,138,779)</u>
Allocated to NYSEG	\$ 59,496,015	\$ 57,754,940	\$ 67,051,120
Discount Rate	4.10%	4.12%	3.63%
Expected Return on Assets	7.40%	7.30%	7.30%

RGE Historical Net Periodic Pension Cost	2016	2017	2018
Service Cost	\$ 5,729,505	\$ 5,727,847	\$ 5,457,483
Interest Cost	17,074,703	16,312,923	14,084,439
Expected Return on Assets	(23,800,446)	(22,571,089)	(21,027,521)
Amortization of Prior Service Cost	851,281	402,527	222,740
Amortization of (Gains)/Losses	<u>21,226,851</u>	<u>22,883,489</u>	<u>27,059,018</u>
Net Periodic Pension Cost	\$ 21,081,894	\$ 22,755,697	\$ 25,796,159
Allocated to Non-Regulated Affiliate	<u>(1,330,617)</u>	<u>(1,505,625)</u>	<u>(1,459,178)</u>
Allocated to RGE	\$ 19,751,277	\$ 21,250,072	\$ 24,336,981
Discount Rate	4.10%	4.12%	3.63%
Expected Return on Assets	7.40%	7.30%	7.30%

Summary of Historical Results—OPEB Plans

NYSEG Historical Net Periodic OPEB Cost	2016	2017	2018
Service Cost	\$ 2,413,907	\$ 2,180,103	\$ 1,836,016
Interest Cost	7,610,685	7,402,277	6,354,153
Expected Return on Assets	(3,861,283)	(3,552,793)	(3,521,207)
Amortization of Prior Service Cost	(5,596,695)	(5,596,695)	(5,596,695)
Amortization of (Gains)/Losses	<u>2,406,777</u>	<u>3,320,175</u>	<u>3,661,378</u>
Net Periodic Benefit Cost	\$ 2,973,391	\$ 3,753,067	\$ 2,733,645
Allocated to Non-Regulated Affiliate	<u>(1,217,055)</u>	<u>(1,306,559)</u>	<u>(1,608,745)</u>
Allocated to NYSEG	\$ 1,756,336	\$ 2,446,508	\$ 1,124,900
Discount Rate	4.10%	4.12%	3.63%
Expected Return on Assets	4.50%	4.25%	4.20%

RGE Historical Net Periodic OPEB Cost	2016	2017	2018
Service Cost	\$ 377,535	\$ 326,062	\$ 278,372
Interest Cost	3,154,560	3,037,877	2,643,598
Expected Return on Assets	-	-	-
Amortization of Prior Service Cost	(1,408,893)	(1,408,893)	(1,082,255)
Amortization of (Gains)/Losses	<u>901,795</u>	<u>565,591</u>	<u>1,313,996</u>
Net Periodic Benefit Cost	\$ 3,024,997	\$ 2,520,637	\$ 3,153,711
Discount Rate	4.10%	4.12%	3.63%
Expected Return on Assets	N/A	N/A	N/A

Summary of Historical Results—401(k) Plans

Plan	2016	2017	2018
NYSEG Non-Union	\$ 1,833,557	\$ 1,935,149	\$ 2,001,419
NYSEG Union	\$ 3,715,219	\$ 3,890,592	\$ 4,128,889
RG&E Non-Union	\$ 1,805,532	\$ 1,867,112	\$ 1,826,754
RG&E Union	\$ 1,011,546	\$ 1,081,708	\$ 1,126,392

Summary of Projection Results

Summary of Projection Results—Pension Plans

All figures in thousands of dollars

NYSEG	2020/2021	2021/2022	2022/2023	Total
Total NYSEG Pension Expense	\$ 38,026	\$ 22,742	\$ 8,493	\$ 69,261
Allocated to Non-Regulated Affiliate	<u>(3,483)</u>	<u>(3,337)</u>	<u>(3,277)</u>	<u>(10,097)</u>
Allocated to NYSEG	\$ 34,543	\$ 19,405	\$ 5,216	\$ 59,164
Total Cash Contributions	\$ -	\$ -	\$ -	\$ -
Allocated to Non-Regulated Affiliate	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Allocated to NYSEG	\$ -	\$ -	\$ -	\$ -
Discount Rate	3.93%	3.93%	3.93%	
Expected Return on Assets	7.20%	7.10%	7.00%	
Actual Return on Assets	7.20%	7.10%	7.00%	

RGE	2020/2021	2021/2022	2022/2023	Total
Total RGE Pension Expense	\$ 13,336	\$ 11,809	\$ 9,396	\$ 34,541
Allocated to Non-Regulated Affiliate	<u>(1,403)</u>	<u>(1,380)</u>	<u>(1,291)</u>	<u>(4,074)</u>
Allocated to RGE	\$ 11,933	\$ 10,429	\$ 8,105	\$ 30,467
Total Cash Contributions	\$ 13,483	\$ 23,593	\$ 22,677	\$ 59,753
Allocated to Non-Regulated Affiliate	<u>(315)</u>	<u>(596)</u>	<u>(619)</u>	<u>(1,530)</u>
Allocated to RGE	\$ 13,168	\$ 22,997	\$ 22,058	\$ 58,223
Discount Rate	3.93%	3.93%	3.93%	
Expected Return on Assets	7.20%	7.10%	7.00%	
Actual Return on Assets	7.20%	7.10%	7.00%	

Note: Discount rate, expected return and actual return are for the calendar year starting the January 1 prior to the beginning of each April 1 to March 31 period

Summary of Projection Results—OPEB Plans

All figures in thousands of dollars

NYSEG	2020/2021	2021/2022	2022/2023	Total
Total NYSEG OPEB Expense	\$ (1,192)	\$ 414	\$ 567	\$ (211)
Allocated to Non-Regulated Affiliate	(706)	(501)	(364)	(1,571)
Allocated to NYSEG	\$ (1,898)	\$ (87)	\$ 203	\$ (1,782)
Discount Rate	3.93%	3.93%	3.93%	
Expected Return on Assets	4.20%	4.20%	4.20%	
Actual Return on Assets	4.20%	4.20%	4.20%	

RGE	2020/2021	2021/2022	2022/2023	Total
Total RGE OPEB Expense	\$ 1,559	\$ 1,675	\$ 1,316	\$ 4,550
Discount Rate	3.93%	3.93%	3.93%	
Expected Return on Assets	N/A	N/A	N/A	
Actual Return on Assets	N/A	N/A	N/A	

Note: Discount rate, expected return and actual return are for the calendar year starting the January 1 prior to the beginning of each April 1 to March 31 period

Summary of Projection Results—401(k) Plans

All figures in thousands of dollars

NYSEG	2020/2021	2021/2022	2022/2023	Total
Non-Union	\$ 2,302	\$ 2,533	\$ 2,767	\$ 7,602
Union	<u>4,544</u>	<u>4,785</u>	<u>5,034</u>	<u>14,363</u>
Total	\$ 6,846	\$ 7,318	\$ 7,801	\$ 21,965

All figures in thousands of dollars

RG&E	2020/2021	2021/2022	2022/2023	Total
Non-Union	\$ 2,045	\$ 2,214	\$ 2,389	\$ 6,648
Union	<u>1,332</u>	<u>1,480</u>	<u>1,637</u>	<u>4,449</u>
Total	\$ 3,377	\$ 3,694	\$ 4,026	\$ 11,097

Projection Results Detail

Projection Results Detail—NYSEG Pension Plan

NYSEG Accounting	2019	2020	2021	2022	2023
Projected Benefit Obligation	\$ 1,469,094,977	\$ 1,456,081,347	\$ 1,438,289,861	\$ 1,415,375,798	\$ 1,387,227,059
Market Value of Assets	<u>1,314,983,588</u>	<u>1,321,473,895</u>	<u>1,325,568,647</u>	<u>1,327,163,351</u>	<u>1,324,906,712</u>
Funded Status	\$ (154,111,389)	\$ (134,607,452)	\$ (112,721,214)	\$ (88,212,447)	\$ (62,320,347)
Unrecognized Prior Service Cost	\$ 4,491,091	\$ 3,571,699	\$ 2,780,869	\$ 2,118,986	\$ 1,623,767
Unrecognized Net (Gain)/Loss	<u>350,308,980</u>	<u>285,831,470</u>	<u>222,864,380</u>	<u>172,528,145</u>	<u>135,629,443</u>
Net Amount Recognized	\$ 200,688,682	\$ 154,795,717	\$ 112,924,035	\$ 86,434,684	\$ 74,932,863
Service Cost	\$ 14,915,327	\$ 14,970,045	\$ 11,991,481	\$ 10,278,064	\$ 8,850,796
Interest Cost	56,122,722	55,553,917	54,802,900	53,852,752	52,704,669
Expected Return on Assets	(100,935,271)	(96,849,793)	(94,375,403)	(92,067,682)	(88,248,418)
Amortization of Prior Service Cost	919,392	790,830	661,883	495,219	379,286
Amortization of (Gains)/Losses	<u>74,870,795</u>	<u>67,406,683</u>	<u>53,408,490</u>	<u>38,943,468</u>	<u>25,781,313</u>
Net Periodic Pension Cost	\$ 45,892,965	\$ 41,871,682	\$ 26,489,351	\$ 11,501,821	\$ (532,354)
Allocated to Non-Regulated Affiliate	<u>(3,453,632)</u>	<u>(3,525,863)</u>	<u>(3,356,397)</u>	<u>(3,279,200)</u>	<u>(3,270,034)</u>
Allocated to NYSEG	\$ 42,439,333	\$ 38,345,819	\$ 23,132,954	\$ 8,222,621	\$ (3,802,388)
Market-Related Value of Assets	\$ 1,423,380,346	\$ 1,387,299,437	\$ 1,372,712,816	\$ 1,359,998,177	\$ 1,324,775,794
Expected Benefit Payments	\$ 82,870,384	\$ 85,818,361	\$ 88,480,715	\$ 91,030,756	\$ 93,180,618
Expected Fiscal Year Contributions	\$ -	\$ -	\$ -	\$ -	\$ 12,287,954
Discount Rate	3.93%	3.93%	3.93%	3.93%	3.93%
Expected Return on Assets	7.30%	7.20%	7.10%	7.00%	6.90%
Actual Return on Assets	7.30%	7.20%	7.10%	7.00%	6.90%

NYSEG Funding	2019	2020	2021	2022	2023
Funding Target	\$ 1,222,397,369	\$ 1,237,269,191	\$ 1,276,081,111	\$ 1,303,676,603	\$ 1,288,466,570
Value of Plan Assets	\$ 1,382,832,801	\$ 1,364,392,816	\$ 1,309,861,100	\$ 1,307,986,806	\$ 1,313,220,120
Funding Standard Carryover Balance	-	-	-	-	-
Prefunding Balance	-	-	-	-	-
Adjusted Value of Plan Assets	\$ 1,382,832,801	\$ 1,364,392,816	\$ 1,309,861,100	\$ 1,307,986,806	\$ 1,313,220,120
Funding Shortfall/(Excess Assets)	\$ (160,435,432)	\$ (127,123,625)	\$ (33,779,989)	\$ (4,310,203)	\$ (24,753,550)
AFTAP	113.12%	110.27%	102.64%	100.33%	101.92%
Funding Target Normal Cost	\$ 21,395,096	\$ 17,795,680	\$ 16,851,678	\$ 15,702,731	\$ 14,244,092
Shortfall Amortization Charge	-	-	-	-	-
Credit for Excess Assets	<u>(21,395,096)</u>	<u>(17,795,680)</u>	<u>(16,851,678)</u>	<u>(4,310,203)</u>	<u>(14,244,092)</u>
Plan Year Minimum Required Contribution	\$ -	\$ -	\$ -	\$ 11,392,528	\$ -
Credit Balances Applied Towards Minimum	-	-	-	-	-
Plan Year Minimum Required Cash Contribution	\$ -	\$ -	\$ -	\$ 11,392,528	\$ -
Additional Plan Year Cash Contributions	-	-	-	-	-
Total Plan Year Cash Contributions	\$ -	\$ -	\$ -	\$ 11,392,528	\$ -
PBGC Premiums	\$ 3,171,447	\$ 1,694,084	\$ 402,550	\$ 401,030	\$ 398,634
Effective Interest Rate	5.45%	5.30%	4.89%	4.54%	4.49%
Actual Return on Assets	7.30%	7.20%	7.10%	7.00%	6.90%

Projection Results Detail—RG&E Pension Plan

RGE Accounting	2019	2020	2021	2022	2023
Projected Benefit Obligation	\$ 377,220,725	\$ 358,616,843	\$ 339,381,254	\$ 319,921,947	\$ 299,517,660
Market Value of Assets	<u>266,734,373</u>	<u>259,596,261</u>	<u>252,995,032</u>	<u>256,648,129</u>	<u>260,121,010</u>
Funded Status	\$ (110,486,352)	\$ (99,020,582)	\$ (86,386,222)	\$ (63,273,818)	\$ (39,396,650)
Unrecognized Prior Service Cost	\$ -	\$ -	\$ -	\$ -	\$ -
Unrecognized Net (Gain)/Loss	<u>87,928,277</u>	<u>75,677,081</u>	<u>62,615,741</u>	<u>50,775,946</u>	<u>38,784,819</u>
Net Amount Recognized	\$ (22,558,075)	\$ (23,343,501)	\$ (23,770,481)	\$ (12,497,872)	\$ (611,831)
Service Cost	\$ 5,388,113	\$ 5,222,525	\$ 5,028,400	\$ 4,638,477	\$ 3,659,534
Interest Cost	14,114,374	13,387,821	12,645,456	11,880,799	11,098,700
Expected Return on Assets	(20,436,621)	(18,962,314)	(18,168,202)	(17,921,598)	(17,289,356)
Amortization of Prior Service Cost	-	-	-	-	-
Amortization of (Gains)/Losses	<u>14,061,560</u>	<u>14,111,777</u>	<u>12,556,970</u>	<u>12,451,296</u>	<u>6,966,600</u>
Net Periodic Pension Cost	\$ 13,127,426	\$ 13,759,809	\$ 12,062,624	\$ 11,048,974	\$ 4,435,478
Allocated to Non-Regulated Affiliate	<u>(1,401,448)</u>	<u>(1,407,347)</u>	<u>(1,389,933)</u>	<u>(1,349,854)</u>	<u>(1,112,668)</u>
Allocated to RGE	\$ 11,725,978	\$ 12,352,462	\$ 10,672,691	\$ 9,699,120	\$ 3,322,810
Market-Related Value of Assets	\$ 291,452,682	\$ 274,026,233	\$ 263,048,599	\$ 263,252,428	\$ 259,759,212
Expected Benefit Payments	\$ 36,504,462	\$ 36,269,144	\$ 35,570,607	\$ 35,565,795	\$ 34,548,893
Expected Fiscal Year Contributions	\$ 12,342,000	\$ 13,332,829	\$ 23,335,233	\$ 22,935,015	\$ 17,754,066
Discount Rate	3.93%	3.93%	3.93%	3.93%	3.93%
Expected Return on Assets	7.30%	7.20%	7.10%	7.00%	6.90%
Actual Return on Assets	7.30%	7.20%	7.10%	7.00%	6.90%

RGE Funding	2019	2020	2021	2022	2023
Funding Target	\$ 322,345,202	\$ 308,470,300	\$ 298,322,816	\$ 286,167,490	\$ 268,383,751
Value of Plan Assets	\$ 284,448,165	\$ 272,762,987	\$ 263,095,669	\$ 266,541,639	\$ 268,705,389
Funding Standard Carryover Balance	-	-	-	-	-
Prefunding Balance	-	-	-	-	-
Adjusted Value of Plan Assets	\$ 284,448,165	\$ 272,762,987	\$ 263,095,669	\$ 266,541,639	\$ 268,705,389
Funding Shortfall/(Excess Assets)	\$ 37,897,037	\$ 35,707,313	\$ 35,227,147	\$ 19,625,851	\$ (321,638)
AFTAP	88.24%	88.42%	88.19%	93.14%	100.11%
Funding Target Normal Cost	\$ 6,225,924	\$ 6,520,304	\$ 6,955,359	\$ 7,312,129	\$ 6,349,356
Shortfall Amortization Charge	6,157,806	6,519,337	7,231,148	5,727,568	-
Credit for Excess Assets	-	-	-	-	(321,638)
Plan Year Minimum Required Contribution	\$ 12,383,730	\$ 13,039,641	\$ 14,186,507	\$ 13,039,697	\$ 6,027,718
Credit Balances Applied Towards Minimum	-	-	-	-	-
Plan Year Minimum Required Cash Contribution	\$ 12,383,730	\$ 13,039,641	\$ 14,186,507	\$ 13,039,697	\$ 6,027,718
Additional Plan Year Cash Contributions	-	9,000,000	9,000,000	9,000,000	-
Total Plan Year Cash Contributions	\$ 12,383,730	\$ 22,039,641	\$ 23,186,507	\$ 22,039,697	\$ 6,027,718
PBGC Premiums	\$ 1,164,996	\$ 1,137,280	\$ 1,108,438	\$ 896,924	\$ 134,550
Effective Interest Rate	5.18%	5.04%	4.66%	4.35%	4.32%
Actual Return on Assets	7.30%	7.20%	7.10%	7.00%	6.90%

Projection Results Detail—NYSEG OPEB Plan

NYSEG	Actual 12/31/2018	Estimated 12/31/2019	Estimated 12/31/2020	Estimated 12/31/2021	Estimated 12/31/2022
Reconciliation of Funded Status					
Accumulated Postretirement Benefit Obligation	\$ 151,158,581	\$ 145,802,642	\$ 140,695,189	\$ 135,439,995	\$ 130,087,758
Market Value of Assets	<u>73,272,715</u>	<u>70,322,316</u>	<u>67,533,678</u>	<u>64,725,438</u>	<u>61,900,269</u>
Funded Status	\$ (77,885,866)	\$ (75,480,326)	\$ (73,161,511)	\$ (70,714,557)	\$ (68,187,489)
Unrecognized Prior Service Cost	(13,770,102)	(8,173,407)	(2,678,262)	0	0
Unrecognized Net (Gain)/Loss	<u>(16,071,196)</u>	<u>(15,275,278)</u>	<u>(15,678,378)</u>	<u>(15,398,670)</u>	<u>(13,320,852)</u>
Net Amount Recognized	\$ (107,727,164)	\$ (98,929,011)	\$ (91,518,151)	\$ (86,113,227)	\$ (81,508,341)
Components of Net Periodic Postretirement Benefit Cost					
	Actual 2019	Estimated 2020	Estimated 2021	Estimated 2022	Estimated 2023
Service Cost	\$ 993,847	\$ 870,346	\$ 724,490	\$ 628,011	\$ 556,033
Interest Cost	5,705,920	5,506,551	5,309,624	5,107,026	4,900,776
Expected Return on Assets	(3,077,454)	(2,953,537)	(2,836,414)	(2,718,468)	(2,599,811)
Amortization of Prior Service Cost	(5,596,695)	(5,495,145)	(2,678,262)	-	-
Amortization of (Gains)/Losses	<u>(795,918)</u>	<u>403,100</u>	<u>(279,708)</u>	<u>(2,077,818)</u>	<u>(3,404,369)</u>
Net Periodic Benefit Cost/(Income)	\$ (2,770,300)	\$ (1,668,685)	\$ 239,730	\$ 938,751	\$ (547,371)
Allocated to Non-Regulated Affiliate	<u>(1,115,473)</u>	<u>(762,083)</u>	<u>(537,365)</u>	<u>(391,895)</u>	<u>(278,431)</u>
Allocated to NYSEG	\$ (3,885,773)	\$ (2,430,768)	\$ (297,635)	\$ 546,856	\$ (825,802)
Market-Related Value of Assets	\$ 73,272,715	\$ 70,322,316	\$ 67,533,678	\$ 64,725,438	\$ 61,900,269
Expected Benefit Payments	\$ 12,055,706	\$ 11,484,350	\$ 11,289,308	\$ 11,087,274	\$ 10,876,965
Expected Contributions	\$ -	\$ -	\$ -	\$ -	\$ -
Expected VEBA/401(h) Withdrawals	\$ 6,027,853	\$ 5,742,175	\$ 5,644,654	\$ 5,543,637	\$ 5,438,483
Discount Rate			3.93%		
Expected Return on Assets					
Before Tax (401h & Union VEBAs)	N/A	N/A	N/A	N/A	N/A
After Tax (Nonunion VEBAs)	4.20%	4.20%	4.20%	4.20%	4.20%
Actual Return on Assets					
Before Tax (401h & Union VEBAs)	N/A	N/A	N/A	N/A	N/A
After Tax (Nonunion VEBAs)	4.20%	4.20%	4.20%	4.20%	4.20%
Health Care Trend (Pre-65/Post-65)					
Initial Rates (2019)			7.00%/7.75%		
Ultimate Rates			4.50%/4.50%		
Ultimate Year			2029/2027		
Mortality Basis	RP 2006 with Fully Generational Projection (MP 2018); Blue Collar for Union				

Projection Results Detail—RG&E OPEB Plan

RGE	Actual 12/31/2018	Estimated 12/31/2019	Estimated 12/31/2020	Estimated 12/31/2021	Estimated 12/31/2022
Reconciliation of Funded Status					
Accumulated Postretirement Benefit Obligation	\$ 64,645,792	\$ 62,084,009	\$ 59,487,819	\$ 56,824,421	\$ 54,113,060
Market Value of Assets	-	-	-	-	-
Funded Status	\$ (64,645,792)	\$ (62,084,009)	\$ (59,487,819)	\$ (56,824,421)	\$ (54,113,060)
Unrecognized Prior Service Cost	(5,148,518)	(3,758,084)	(2,367,650)	(1,817,161)	(1,460,914)
Unrecognized Net (Gain)/Loss	(3,825,103)	(4,487,680)	(4,898,165)	(4,878,477)	(4,381,810)
Net Amount Recognized	\$ (73,619,413)	\$ (70,329,773)	\$ (66,753,634)	\$ (63,520,059)	\$ (59,955,784)
Components of Net Periodic Postretirement Benefit Cost					
	Actual 2019	Estimated 2020	Estimated 2021	Estimated 2022	Estimated 2023
Service Cost	\$ 148,233	\$ 125,560	\$ 104,294	\$ 91,379	\$ 80,123
Interest Cost	2,440,350	2,341,370	2,240,410	2,137,068	2,031,828
Expected Return on Assets	-	-	-	-	-
Amortization of Prior Service Cost	(1,390,434)	(1,390,434)	(550,489)	(356,247)	(223,724)
Amortization of (Gains)/Losses	662,577	410,485	(19,688)	(496,667)	(751,147)
Net Periodic Benefit Cost/(Income)	\$ 1,860,726	\$ 1,486,981	\$ 1,774,527	\$ 1,375,533	\$ 1,137,080
Market-Related Value of Assets	\$ -	\$ -	\$ -	\$ -	\$ -
Expected Benefit Payments	\$ 5,150,366	\$ 5,063,120	\$ 5,008,102	\$ 4,939,808	\$ 4,872,176
Expected Contributions to Trust	\$ -	\$ -	\$ -	\$ -	\$ -
Expected VEBA/401(h) Withdrawals	\$ -	\$ -	\$ -	\$ -	\$ -
Discount Rate			3.93%		
Expected Return on Assets					
Before Tax (401h & Union VEBAs)			N/A		
After Tax (Nonunion VEBAs)			N/A		
Actual Return on Assets					
Before Tax (401h & Union VEBAs)			N/A		
After Tax (Nonunion VEBAs)			N/A		
Health Care Trend (Pre-65/Post-65)					
Initial Rates			7.00%/7.75%		
Ultimate Rates			4.50%/4.50%		
Ultimate Year			2029/2027		
Mortality Basis	RP 2006 with Fully Generational Projection (MP 2018); Blue Collar for Union				

Projection Results Detail—401(k) Plans

NYSEG Non-Union Employees:

Group	2019	2020	2021	2022	2023
Non-Union hired before 1/1/2002	\$ 571,394	\$ 519,562	\$ 469,910	\$ 420,577	\$ 370,349
Non-Union hired on or after 1/1/2002	1,449,212	1,438,338	1,424,469	1,406,676	1,389,352
Future Hires	-	286,236	580,339	882,153	1,181,365
Total	\$ 2,020,607	\$ 2,244,136	\$ 2,474,718	\$ 2,709,405	\$ 2,941,066

NYSEG Union Employees:

Group	2019	2020	2021	2022	2023
Union hired before 1/1/2001	\$ 647,370	\$ 590,714	\$ 533,943	\$ 475,505	\$ 419,968
Union hired 1/1/2001 to 6/30/2010	2,137,801	2,083,534	2,024,241	1,959,213	1,892,314
Union hired on or after 7/1/2010	1,463,421	1,492,007	1,519,948	1,547,145	1,572,871
Future Hires	-	317,608	645,487	987,985	1,341,411
Total	\$ 4,248,592	\$ 4,483,862	\$ 4,723,619	\$ 4,969,847	\$ 5,226,565

RGE Non-Union Employees:

Group	2019	2020	2021	2022	2023
Non-Union hired before 1/1/2005	\$ 462,204	\$ 448,285	\$ 431,093	\$ 410,607	\$ 385,766
Non-Union hired on or after 1/1/2005	1,387,040	1,361,103	1,351,296	1,344,346	1,337,140
Future Hires	-	193,964	388,525	586,793	806,150
Total	\$ 1,849,244	\$ 2,003,353	\$ 2,170,914	\$ 2,341,746	\$ 2,529,056

RGE Union Employees:

Group	2019	2020	2021	2022	2023
Union hired before 10/1/2009	\$ 609,903	\$ 588,084	\$ 562,505	\$ 534,285	\$ 503,127
Union hired on or after 10/1/2009	559,421	571,355	583,356	595,463	607,056
Future Hires	-	136,037	295,279	467,326	646,475
Total	\$ 1,169,324	\$ 1,295,476	\$ 1,441,140	\$ 1,597,074	\$ 1,756,658

Appendix

Summary of Actuarial Assumptions and Methods and Plan Provisions—Pension Plans

Actuarial Assumptions and Methods—Pension Plans

Discount Rate	3.93%.
Salary Increases	
Non-Union	See Table 1.
Union	See Table 2.
Cash Balance Interest Crediting Rate	2.00% for RG&E and 3.00% for NYSEG. Based on three-year average of past crediting rates (2016–2018).
Inflation Rate	2.00%.
Social Security Wage Base Increases	Future wage indices are based on a national wage increase of 3.00% per year.
Social Security COLA Increases	2.00%.
Benefit and Compensation Limits	The IRC section 415 benefit limit and the IRC section 401(a)(17) compensation limit have been projected at 2.00% per year.
Valuation Compensation	Union Participants: May 31, 2018 annual base pay rate. Non-Union Participants: May 31, 2018 annual base pay rate increased to reflect expected target bonuses.
Mortality Rates	RP-2006 fully generational table using Scale MP-2018 with separate rates for healthy annuitants and healthy non-annuitants. For non-union participants, the aggregate tables are used; for union participants, the blue-collar tables are used.
Retirement Rates	
Active participants	See Table 3.
Terminated vested participants	See Table 4.
Withdrawal Rates	See Tables 5, 6.
Disability Rates	See Table 7.
Decrement Timing	Middle-of-year decrements, with 100% retirement occurring at beginning of year.

Actuarial Assumptions and Methods—Pension Plans

Optional Form Elections Prior to Early Retirement Eligibility	Lump sum
Optional Form Elections On or After Early Retirement Eligibility	<ul style="list-style-type: none"> ▪ Cash Balance/PEP Formula Only: Lump sum. ▪ Traditional Formula Only: Single life annuity. ▪ Both Cash Balance/PEP and Traditional Formulas: Single life annuity if Traditional most valuable and lump sum if Cash Balance/PEP most valuable.
Surviving Spouse Benefit	It is assumed that 75% of males and 75% of females have an eligible spouse, and that males are three years older than their spouses.
Estimated Administrative Expenses Included in 2019 Service Cost	NYSEG: \$1,060,000 RG&E: \$1,560,000
Estimated Pre-Retirement Death Benefit Premium Included in 2019 Service Cost	NYSEG: \$595,000 RG&E: \$197,000
Estimated Contribution Reflected in 2019 Expense	NYSEG: \$0 RG&E: \$2,157,000 on 01/15/2019; \$2,853,000 on 04/15/2019, 07/15/2019, and 10/15/2019; \$1,626,000 on 09/13/2019
Recognition of Gains or Losses	Recognized in Other Comprehensive Income.
Recognition of Past Service Cost/(Credit)	Recognized immediately in P&L.
Value of Assets	Market value of assets.
Actuarial Cost Method	Projected unit credit cost method.
Interest on Service Cost	Included in Service Cost.
Census Data	As of May 31, 2018.

Actuarial Assumptions and Methods—Pension Plans

Table 1

Salary Increases—Non-Union

Age	Increase	Age	Increase
20	6.50%	45	5.00%
21	6.50%	46	5.00%
22	6.50%	47	5.00%
23	6.50%	48	4.90%
24	6.50%	49	4.80%
25	6.50%	50	4.70%
26	6.50%	51	4.60%
27	6.50%	52	4.50%
28	6.50%	53	4.40%
29	6.50%	54	4.30%
30	6.50%	55	4.20%
31	6.50%	56	4.10%
32	6.50%	57	4.00%
33	6.40%	58	4.00%
34	6.30%	59	4.00%
35	6.20%	60	4.00%
36	6.10%	61	4.00%
37	6.00%	62	4.00%
38	5.80%	63	4.00%
39	5.60%	64	4.00%
40	5.40%	65	4.00%
41	5.20%		
42	5.00%		
43	5.00%		
44	5.00%		

Actuarial Assumptions and Methods—Pension Plans

Table 2

Salary Increases—Union

Age	Increase	Age	Increase
20	6.00%	45	4.00%
21	6.00%	46	4.00%
22	6.00%	47	4.00%
23	5.90%	48	3.90%
24	5.80%	49	3.80%
25	5.70%	50	3.70%
26	5.60%	51	3.60%
27	5.50%	52	3.50%
28	5.50%	53	3.40%
29	5.50%	54	3.30%
30	5.50%	55	3.20%
31	5.50%	56	3.10%
32	5.50%	57	3.00%
33	5.30%	58	3.00%
34	5.10%	59	3.00%
35	4.90%	60	3.00%
36	4.70%	61	3.00%
37	4.50%	62	3.00%
38	4.40%	63	3.00%
39	4.30%	64	3.00%
40	4.20%	65	3.00%
41	4.10%		
42	4.00%		
43	4.00%		
44	4.00%		

Actuarial Assumptions and Methods—Pension Plans

Table 3

Retirement Rates—Actives

Age	Rate	
	All RG&E and NYSEG Cash Balance	NYSEG Non- Cash Balance
55	5.00%	10.00%
56	5.00%	10.00%
57	5.00%	10.00%
58	5.00%	10.00%
59	5.00%	15.00%
60	5.00%	30.00%
61	10.00%	30.00%
62	10.00%	35.00%
63	25.00%	35.00%
64	25.00%	35.00%
65	25.00%	45.00%
66	25.00%	45.00%
67	25.00%	45.00%
68	25.00%	45.00%
69	25.00%	45.00%
70	100.00%	100.00%

Actuarial Assumptions and Methods—Pension Plans

Table 4

Retirement Rates—Term Vesteds

Age	Rate
50	2.00%
51	2.00%
52	2.00%
53	2.00%
54	2.00%
55	5.00%
56	5.00%
57	5.00%
58	5.00%
59	5.00%
60	7.00%
61	10.00%
62	15.00%
63	15.00%
64	15.00%
65	100.00%

Actuarial Assumptions and Methods—Pension Plans

Table 5

Withdrawal Rates—NYSEG and RG&E Union

Age	Rate	Age	Rate
20	3.00%	40	2.20%
21	3.00%	41	2.10%
22	3.00%	42	2.00%
23	3.00%	43	1.90%
24	3.00%	44	1.80%
25	3.00%	45	1.70%
26	3.00%	46	1.60%
27	3.00%	47	1.50%
28	3.00%	48	1.40%
29	3.00%	49	1.30%
30	3.00%	50	1.20%
31	3.00%	51	1.10%
32	3.00%	52	1.00%
33	2.90%	53	1.00%
34	2.80%	54	1.00%
35	2.70%	55+	0.00%
36	2.60%		
37	2.50%		
38	2.40%		
39	2.30%		

Actuarial Assumptions and Methods—Pension Plans

Table 6

Withdrawal Rates—NYSEG and RG&E Non-Union

Age	Rate	Age	Rate
20	10.00%	40	4.40%
21	10.00%	41	4.20%
22	10.00%	42	4.00%
23	10.00%	43	3.60%
24	10.00%	44	3.20%
25	10.00%	45	2.80%
26	10.00%	46	2.40%
27	10.00%	47	2.00%
28	9.60%	48	2.00%
29	9.20%	49	2.00%
30	8.80%	50	2.00%
31	8.40%	51	2.00%
32	8.00%	52	2.00%
33	7.40%	53	2.00%
34	6.80%	54	2.00%
35	6.20%	55+	0.00%
36	5.60%		
37	5.00%		
38	4.80%		
39	4.60%		

Actuarial Assumptions and Methods—Pension Plans

Table 7

Disability Rates

Age	Male	Female	Age	Male	Female
20	0.00021	0.00021	45	0.00112	0.00168
21	0.00021	0.00021	46	0.00126	0.00189
22	0.00021	0.00021	47	0.00147	0.00210
23	0.00021	0.00021	48	0.00175	0.00231
24	0.00021	0.00021	49	0.00196	0.00252
25	0.00021	0.00021	50	0.00231	0.00280
26	0.00021	0.00021	51	0.00273	0.00308
27	0.00021	0.00021	52	0.00322	0.00343
28	0.00021	0.00028	53	0.00371	0.00378
29	0.00021	0.00028	54	0.00427	0.00413
30	0.00021	0.00028	55	0.00483	0.00448
31	0.00021	0.00035	56	0.00539	0.00483
32	0.00021	0.00035	57	0.00602	0.00518
33	0.00021	0.00042	58	0.00665	0.00560
34	0.00021	0.00042	59	0.00735	0.00595
35	0.00028	0.00049	60	0.00805	0.00630
36	0.00028	0.00056	61	0.00882	0.00672
37	0.00035	0.00063	62	0.00966	0.00707
38	0.00042	0.00070	63	0.01057	0.00735
39	0.00049	0.00084	64	0.01148	0.00763
40	0.00056	0.00091			
41	0.00063	0.00105			
42	0.00070	0.00119			
43	0.00084	0.00133			
44	0.00098	0.00154			

Plan Provisions—Pension Plans

NYSEG

Effective Date

July 1, 1965 (original plan, March 1, 1941).
Amended and restated effective May 1, 1998.

Eligibility for Participation

All employees who were participants in the plan on December 31, 1975 remain participants. All other employees shall become participants on their date of employment. Employees who transfer employment to Avangrid (formerly Iberdrola USA Management Corporation and Energy East Management Corporation) or Utility Shared Services Corporation continue to participate in this plan.

Union employees hired after July 1, 2010 are not eligible to participate.

Union employees covered by the cash balance formula no longer receive pension credits after January 1, 2016.

Non-Union employees covered by the cash balance formula no longer receive pension credits after January 1, 2014.

Non-Union employees hired after December 31, 2013 are not eligible to participate.

Applicable Benefit Formula

Union—Employed on January 1, 2001

Choice of traditional or cash balance formula at retirement.

Union—Hired after January 1, 2001

Cash balance formula.

Non-Union—Hired prior to January 1, 2002

Traditional formula.

Non-Union—Hired on or after January 1, 2002

Cash balance formula.

Plan Provisions—Pension Plans

NYSEG (continued)

Definitions

Credited Service	The period of service commencing on the employee's date of employment or re-employment and ending on the date of separation from service, but including any absence from service of 12 months or less for any reason other than termination or death, and including periods of absence due to disability of 24 months or less.
Pensionable Earnings	The annualized basic wage or salary exclusive of overtime, premium pay, or awards. As of January 1, 2002, bonus paid in the year is included in pensionable earnings for non-union employees.
Average Earnings	The average of the participant's five highest consecutive 12-month periods of pensionable earnings during his final 10 years of service.
Plan Year	Calendar year.
ERISA Maximums	Retirement benefit is capped at the IRC section 415 limit payable as a life annuity reduced for early receipt. Salary is capped at the IRC section 401(a)(17) limit for benefit determination. The 2002 limit of \$200,000 applies retroactively.
Normal Form of Benefits	Life annuity for single participants. Married participants will receive reduced benefits in a 50% contingent annuitant option unless otherwise elected. For retirements on or after January 1, 1986, if the survivor predeceases the retiree within five years following retirement, the full unreduced retirement benefit is restored (pop-up benefit).

Plan Provisions—Pension Plans

NYSEG (continued)

Optional Form of Benefits

Life annuity for married participants.

50%, 66-2/3%, 75% or 100% joint and survivor annuity with or without pop-up for life (pop-up not available for non-union employees hired after July 1, 2002).

10-year certain and continuous annuity*.

Lump sum for terminations after January 1, 2002.

*Not available to non-union employees hired after January 1, 2002 who are covered by the cash balance formula.

Supplemental Benefit

Union employees who retire between July 1, 2005 and July 1, 2015 after attainment of age 59 receive \$250 per month added to the annuity payable or \$37,500 added to the Cash Balance account.

Benefits for Former Columbia Gas of New York (CNY) Employees

Service with CNY is treated as plan service. Former CNY employees can elect to receive benefits determined as if all service had been plan service, or the CNY benefit (with all rights and features, including a lump sum option at retirement) accrued to date of acquisition plus a plan benefit adjusted to reflect the value of the CNY benefit.

Plan Provisions—Pension Plans

NYSEG (continued)

Traditional Formula

Normal Retirement

Eligibility

Age 65.

Amount of Benefit

Union employees receive 1.40% of the first \$10,000 of average earnings plus 1.68% of average earnings in excess of \$10,000 for each year of credited service not in excess of 35 years, plus 1.00% of average earnings for each year of credited service in excess of 35 years but not exceeding 40 years.

Non-Union employees receive 1.37% of the first \$10,000 of average earnings plus 1.65% of average earnings in excess of \$10,000 for each year of credited service not in excess of 35 years, plus 1.00% of average earnings for each year of credited service in excess of 35 years but not exceeding 40 years.

Early Retirement

Eligibility

Age 55 and 10 years of service.

Amount of Benefit

A benefit computed as for normal retirement, based on credited service at date of early retirement and reduced 3.00% for each of the five years by which early retirement precedes age 60.

Alternatively, the Cash Balance account is available for eligible employees but is no less than the lump sum value of the age 65 traditional formula benefit for union employees who have a choice between the cash balance formula benefit and the traditional formula benefit.

Late Retirement

Eligibility

Over age 65.

Amount of Benefit

The normal retirement benefit based on pay and service at actual retirement.

Plan Provisions—Pension Plans

NYSEG (continued)

Traditional Formula

Disability Retirement

Eligibility

Union employees: 15 years of service.
Non-Union employees: Five years of service and receiving benefits under the long-term disability plan.

Amount of Benefit

Union employees: A benefit computed as for normal retirement, based on credited service and earnings at date of disability and reduced 3.00% for each year by which early retirement precedes age 60, payable as early as age 55.

Non-Union employees: A benefit computed as for normal retirement, based on credited service and earnings at actual retirement, and payable at actual retirement.

Preretirement Death

Eligibility

Married participants with five years of service.

Amount of Benefit

Upon the death of a vested active participant who has attained age 45 and 15 years of service, 50% of his accrued benefit payable immediately, actuarially adjusted for the spouse's age at early commencement, and a 50% contingent annuitant option.

Upon the death of a vested participant who has not attained age 45 and 15 years of service, 50% of his accrued benefit payable at his earliest retirement age, reduced for early commencement, and a 50% contingent annuitant option.

Termination Prior to Retirement

Eligibility

Five years of service after age 18.

Amount of Benefit

Employees may choose to receive the lump sum value of their age 65 benefit or its annuity equivalent.

Plan Provisions—Pension Plans

NYSEG (continued)

Cash Balance Formula

Normal Retirement

Eligibility

Age 65.

Amount of Benefit

Union employees receive the present value of the traditional formula accrued benefit on December 31, 2000 credited with \$3,500 for each year of service after 2000 and an annual interest credit at the yield on 30-year Treasury Bonds at December 31 for the month of November of the prior year. The Cash Balance account can never be less than the present value of the traditional formula accrued benefit deferred to age 65. Such present value is calculated using the 417(e) basis.

Non-Union employees receive an annual pay credit of 6% of pensionable earnings and an annual interest credit at the average of the 30-year Treasury Bond yield for the month of November of the prior year.

Early Retirement

Eligibility

Age 55 and 10 years of service.

Amount of Benefit

A benefit computed as for normal retirement, based on the Cash Balance account at early retirement.

Late Retirement

Eligibility

Over age 65.

Amount of Benefit

A benefit computed as for normal retirement, based on the Cash Balance account at actual retirement.

Plan Provisions—Pension Plans

NYSEG (continued)

Cash Balance Formula

Disability Retirement

Eligibility

Union employees: 15 years of service.

Non-Union employees: Three years of service and receiving benefits under the long-term disability plan.

Amount of Benefit

Union employees: The participant may elect to receive benefits as if he had terminated upon date of disability.

Non-Union employees: Employees will continue to receive credits as described under normal retirement until the earlier of the month prior to age 65 or the month prior to the employee's commencement of benefit payments. The employee may elect to receive benefit payments following the date of disability at age 55 or older.

Preretirement Death

Eligibility

Immediately vested in account balance upon death.

Amount of Benefit

As described under normal retirement, based on the Cash Balance account at the date of death. Benefit is payable as a lump sum or actuarially equivalent annuity if benefit is payable to the surviving spouse.

Termination Prior to Retirement

Eligibility

Three years of service after age 18.

Amount of Benefit

As described under normal retirement, based on the Cash Balance account at the date of termination. Benefit is payable during any month following termination, but no later than age 65.

Plan Provisions—Pension Plans

RG&E

Effective Date	January 1, 1933, amended and restated July 1, 1999. Amended effective April 1, 2000, August 1, 2000, January 1, 2002, May 1, 2002, January 1, 2003, January 1, 2004, January 1, 2005, and January 1, 2008.
Covered Employee	<p>Any employee who is at least age 21 and who is not a leased employee, independent contractor, contract employee from an outside agency, person who waived participation, or a member of a collective bargaining unit which did not bargain for participation in the plan.</p> <p>Employees who transfer employment to Avangrid (formerly Iberdrola USA Management Corporation and Energy East Management Corporation) or Utility Shared Services Corporation continue to participate in this plan.</p>
Eligibility for Participation	<p>Any covered employee will become a participant on the first day of the month following the later of (i) date of hire or (ii) attainment of age 21.</p> <p>Union employees hired after October 1, 2009 are not eligible to participate.</p> <p>Non-Union employees covered by the cash balance formula no longer receive pension credits after January 1, 2014.</p> <p>Non-Union employees hired after December 31, 2013 are not eligible to participate.</p>
Applicable Benefit Formula	
Union	Traditional formula.
Non-Union—Employed before December 31, 2004	Traditional formula.
Non-Union—Hired on or after January 1, 2005	Cash balance formula.

Plan Provisions—Pension Plans

RG&E (continued)

Definitions

Years of Participation	Years and months of service since participation date.
Years of Service	Completed years from hire date to severance from service date.
Plan Year	Calendar year.
Final Average Compensation (FAC)	<p>Final Average Compensation is the average of compensation over 36 consecutive months out of the last 120 months preceding the date of determination which produces the highest average. Final Average Compensation for former Pavilion Plan participants is the average of Compensation over any 60 consecutive months during employment which produces the highest average.</p> <p>Compensation includes base pay, lump sum merit pay, shift differential, and, effective January 1, 2005, incentive pay for regulated Non-Union employees.</p>
Social Security Covered Compensation	A 35-year average of Social Security wage bases ending with the year in which a participant attains Social Security normal retirement age.
Social Security Benefit (PIA)	<p>The participant's unreduced primary insurance amount (PIA) payable at normal or later retirement age. The PIA is calculated on the basis of the Social Security Act in effect at date of determination, assuming for participants less than age 60 with 25 years of service, level wages from date of determination to Social Security normal retirement age. Wage history is estimated assuming past increases at the rate of 6 percent per year, unless the participant submits an actual wage history from the Social Security Administration. For participants under age 65, the PIA is reduced by the Social Security early retirement factor applicable to the later of retirement age and age 62.</p>

Plan Provisions—Pension Plans

RG&E (continued)

ERISA Maximums

Retirement benefit is capped at the IRC section 415 limit payable as a life annuity reduced for early receipt.

Salary is capped at the IRC section 401(a)(17) limit for benefit determination. The 2002 limit of \$200,000 applies retroactively.

Normal Form of Benefits

Single life annuity for single participants; actuarially reduced 50% joint and survivor annuity for married participants.

Optional Form of Benefits

Joint annuity with 25%, 50%, 75%, or 100% continued to the participant's surviving contingent annuitant. Married participants may elect a joint & survivor annuity with a five-year pop-up benefit. If the spouse dies before the participant has been retired for five years, a percentage of the reduction in the participant's pension for this option will be restored (100% during the first year, 80% during the second year, 60% during the third year, 40% during the fourth year and 20% during the fifth year).

Life annuity.

Lump sum (available to pension equity and grandfathered participants).

Plan Provisions—Pension Plans

RG&E (continued)

Traditional Formula

Normal Retirement

Eligibility

First of the month coincident with or next following the later of age 65 or the fifth anniversary of the participant's commencement of participation in the Plan.

Amount of Benefit

I. Pension Equity Formula—Lump Sum equal to the sum of **i** and **ii**, but not less than **iii**.

i. 8.50% of FAC x Years of Participation, plus 4.25% of FAC over Covered Compensation x Years of Participation (Credit Formula)

ii. 4.00% of FAC x Years of Participation as of June 30, 1999 (Transition Formula)

iii. The actuarial present value of the Participant's accrued benefit on June 30, 1999 payable at Normal Retirement Age

The accrued benefit is equal to the accrued normal retirement lump sum (prior to any reduction) as described above. If payable as an annuity, the accrued benefit is equal to the accrued normal retirement lump sum divided by an age 65 annuity factor determined at the time of benefit commencement.

Participants who meet both conditions below are Grandfathered Participants and are entitled to the greater of **I** and **II**.

- Active employee on June 30, 1999, and
- As of December 31, 1999 satisfies either of the following:
 - Age 55 with 10 years of service
 - Sum of age and years of service is greater than or equal to 75

Plan Provisions—Pension Plans

RG&E (continued)

Traditional Formula

Amount of Benefit (continued)

- ii.** Participants hired before January 1, 1976 receive **i**, but no greater than **ii**. Participants hired after January 1, 1976 but before June 30, 1999 receive **iii**.
- i.** 1% of FAC x Years of Participation + 33.54% of FAC in excess of \$7,800. The 33.54% factor is prorated by the minimum of 1 or the ratio of the participant's actual Years of Participation to the total anticipated Years of Participation at age 55.
- ii.** For those hired prior to July 1, 1965: [80% of FAC] less PIA; the 80% factor is increased/decreased by 0.5% for each Year of Participation greater than/less than 35.
- For those employed after July 1, 1965 and prior to January 1, 1976: [75% of FAC] less PIA; the 75% factor is increased/decreased by 0.5% for each Year of Participation greater than/less than 35.
- iii.** 60% of FAC minus 50% of the PIA multiplied by the ratio of Years of Participation to 35 (not in excess of 1). The 60% factor is increased by 0.5% for each Year of Participation in excess of 35. This benefit will be reduced by any Workers' Compensation benefits the participant is receiving.

Service and Final Average Compensation under the Section **ii** formulas were frozen on June 30, 2011.

Plan Provisions—Pension Plans

RG&E (continued)

Traditional Formula

Amount of Benefit (continued)

Employees of Pavilion, who became participants in this plan on February 28, 1981 (date of merger), are entitled only to **iii** of the Section II formulas. Pavilion employees are eligible for a minimum benefit based on the Pavilion Plan benefit formula and using total service and FAC. FAC for this purpose is a five-year average.

For participants active on May 1, 2002, the lump sum value of the participant's benefit shall not be less than \$10,000 (reduced for early retirement according to the Pension Equity early retirement provisions).

Benefits for part-time employees are based on actual service and actual pensionable pay.

Supplemental Benefit

In addition to the benefits provided above, employees listed in Appendix D of the plan document receive a Supplemental Benefit as shown in Appendix D. This benefit will be paid in the same form as the participant's basic benefit is paid.

Plan Provisions—Pension Plans

RG&E (continued)

Traditional Formula

Early Retirement

Eligibility

First of month coincident with or next following age 55 and 10 Years of Service.

Amount of Benefit

The lump sum benefit payable upon early retirement under the Pension Equity formula is the participant's accrued normal retirement lump sum benefit reduced by 3.5% for each year retirement precedes age 57, subject to a maximum reduction of 77% (22 years of reduction). The accrued normal retirement lump sum benefit is unreduced if paid at age 57 or later. If the benefit is paid as an annuity, the reduced lump sum benefit is divided by an immediate annuity factor determined on the commencement date.

For Grandfathered participants, if the participant has 35 or more Years of Participation, the accrued normal retirement benefit (II above) is reduced by 5% for each year retirement precedes age 62. If the participant has less than 35 Years of Participation, the benefit is reduced by 5% for each year retirement precedes age 65.

Late Retirement

Eligibility

Over age 65.

Amount of Benefit

Benefit calculated using Years of Participation and FAC as of the participant's actual retirement date.

Plan Provisions—Pension Plans

RG&E (continued)

Traditional Formula

Disability Retirement

Eligibility

Participants who are also covered under the Rochester Gas & Electric Corporation's Long Term Disability Plan (LTD Plan), may retire under the disability provision.

Amount of Benefit

Final Average Compensation is calculated as of the date of disability.

Service will continue to accrue until the earlier of the participant's Normal Retirement Date or the end of LTD Plan coverage.

The participant may elect to commence benefits earlier, in accordance with the early retirement benefit provisions.

Preretirement Death

Eligibility

A married, vested participant who is active or has terminated, but has not yet commenced receiving benefits.

Amount of Benefit

50% of the benefit that would have been payable to the participant if the participant had:
(1) terminated immediately before death,
(2) elected to retire at the earliest retirement eligibility or date of death if later, and (3) elected a 50% joint and survivor annuity with the spouse as the beneficiary.

The surviving spouse's benefit is first payable on the first of the month following the later of the date of death or the early retirement date. The spouse may elect to receive the actuarial equivalent lump sum of the annuity benefit.

Plan Provisions—Pension Plans

RG&E (continued)

Traditional Formula

Termination Prior to Retirement

Eligibility

Three years of credited service.

Amount of Benefit

Accrued normal retirement benefit as of date of termination, payable at normal retirement age. Earlier benefit commencement may be elected, with the benefit reduced for early commencement in accordance with early retirement provisions.

Plan Provisions—Pension Plans

RG&E (continued)

Cash Balance Formula

Normal Retirement

Eligibility

First month coincident with or next following the later of age 65 or the third anniversary of the participant's commencement of participation in the Plan.

Amount of Benefit

Cash balance account credited with an annual pay credit of 6% of compensation and an annual interest credit at the 417(e) first segment rate for the month of November of the prior year.

Early Retirement

Eligibility

First of month coincident with or next following age 55 and 10 Years of Service.

Amount of Benefit

The benefit is as described under normal retirement, based on the Cash Balance account at early retirement. The benefit is payable as a lump sum or actuarially equivalent annuity.

Late Retirement

Eligibility

Over age 65.

Amount of Benefit

The benefit is as described under normal retirement, based on the Cash Balance account at deferred retirement. The benefit is payable as a lump sum or actuarially equivalent annuity.

Disability Retirement

Eligibility

Participants who are also covered under the Rochester Gas & Electric Corporation's Long Term Disability Plan (LTD Plan), may retire under the disability provision.

Amount of Benefit

Employees will continue to receive credits as described under normal retirement until the earlier of the month prior to the employee's attainment of age 65 or the month prior to the employee's commencement of benefit payments. The employee may elect to receive benefit payments following the date of disability at age 55 or older.

Plan Provisions—Pension Plans

RG&E (continued)

Cash Balance Formula

Preretirement Death

Eligibility

Three years of service.

Amount of Benefit

As described under normal retirement, based on 100% of the Cash Balance account at the date of death. Benefit is payable as a lump sum. If benefit is payable to the surviving spouse, an actuarially equivalent annuity may be elected.

Termination Prior to Retirement

Eligibility

Three years of credited service.

Amount of Benefit

The benefit is as described under normal retirement, based on the Cash Balance account at termination. The benefit is payable during any month after termination, but no later than age 65.

Summary of Actuarial Assumptions and Methods and Plan Provisions—OPEB Plans

Actuarial Assumptions and Methods—OPEB Plans

Discount Rate	3.93%.
Health Care Claims Costs	See Table A.
Health Care Trend Rates	See Table B.
Age-Grading of Claims	See Table C.
Excise Tax Rates	See Table D.

For the excise tax, the overall value of the benefit was compared to the projected excise tax thresholds in each future year. The key assumptions for determining the excise tax are:

- Plan costs were developed on a two-tier basis (individual and individual plus spouse) for all retirees and assumed to increase with the valuation trend.
- The 2018 cost thresholds are assumed to be \$10,200 for individual and \$27,500 for family coverage (\$11,850 and \$30,950 for non-Medicare retirees).
- 2022 thresholds are adjusted accordingly by the amount that the accumulated 2010–2022 cost increases, observed for the BCBS “standard” plan option under the FEHBP program, exceeds 55% x chained CPI⁴.
- After 2022, the cost thresholds are indexed by chained CPI (chained CPI+1% in 2023 only). Chained CPI is assumed to be 2.25% in all future years.

Our excise tax model determined the additional trend loads to be applied to the existing valuation trend table in order to reflect the present value of expected tax amounts (40%) of the excess over the thresholds.

Retiree Contributions	See Table E.
Participation Rates	Pre-65: 80%. Post-65: 90% for HRA-eligibles.

Actuarial Assumptions and Methods—OPEB Plans

Persistency Rates	98%.
Retirement Rates	See Table 1.
Mortality Rates	RP-2006 fully generational table using Scale MP-2018 with separate rates for healthy annuitants and healthy non-annuitants. For non-union participants, the aggregate tables are used; for union participants, the blue collar tables are used.
Withdrawal Rates	See Tables 2, 3, 4.
Disability Rates	See Table 5.
Salary Increases (Union)	See Table 6.

Dependent Assumption

Plan	Male	Female
NYSEG	65%	30%
RG&E	40%	40%

Male employees are three years older than their spouses and female employees are two years younger than their spouses. Actual coverage elections and spousal birth dates are used for current retirees.

Administration Fees

Administration fees are included in the health care claim costs. In addition, an annual fee of \$45 per HRA account, plus an additional \$7.58 per covered family unit.

Annual administration fees for life insurance are \$81.25 per participant.

These fees are not increased with inflation.

Actuarial Assumptions and Methods—OPEB Plans

Attribution Period	Benefit accrues from date of hire to earliest eligibility age.
Estimated Administrative Expenses Included in Service Cost	Future administrative expenses are reflected in the defined benefit obligation.
Recognition of Gains or Losses	Gains and losses are amortized over ten years from date of first recognition.
Recognition of Past Service Cost/(Credit)	Prior service cost changes for all plans are amortized on a straight-line basis over the average remaining service period to full eligibility of employees active on the date of the amendment. Prior service cost changes resulting from bargaining agreements are amortized on a straight-line basis over the period from first recognition to the end of the bargaining agreement.
Actuarial Cost Method	Projected unit credit cost method.
Value of Assets	Fair value of assets.
Interest on Service Cost	Included in Service Cost.
Timing of VEBA/401(h) Account Withdrawals	Assumed to occur at the end of the year.
Census Data	As of May 31, 2018.

Actuarial Assumptions and Methods—OPEB Plans

Table 1

Retirement Rates—NYSEG, RG&E, and Cash Balance Plans

Age	Rate	
	All RG&E and NYSEG Cash Balance	NYSEG Non- Cash Balance
55	5.00%	10.00%
56	5.00%	10.00%
57	5.00%	10.00%
58	5.00%	10.00%
59	5.00%	15.00%
60	5.00%	30.00%
61	10.00%	30.00%
62	10.00%	35.00%
63	25.00%	35.00%
64	25.00%	35.00%
65	25.00%	45.00%
66	25.00%	45.00%
67	25.00%	45.00%
68	25.00%	45.00%
69	25.00%	45.00%
70	100.00%	100.00%

Actuarial Assumptions and Methods—OPEB Plans

Table 2

Withdrawal Rates—NYSEG and RG&E Union

Age	Rate	Age	Rate
20	3.00%	40	2.20%
21	3.00%	41	2.10%
22	3.00%	42	2.00%
23	3.00%	43	1.90%
24	3.00%	44	1.80%
25	3.00%	45	1.70%
26	3.00%	46	1.60%
27	3.00%	47	1.50%
28	3.00%	48	1.40%
29	3.00%	49	1.30%
30	3.00%	50	1.20%
31	3.00%	51	1.10%
32	3.00%	52	1.00%
33	2.90%	53	1.00%
34	2.80%	54	1.00%
35	2.70%	55+	0.00%
36	2.60%		
37	2.50%		
38	2.40%		
39	2.30%		

Actuarial Assumptions and Methods—OPEB Plans

Table 3

Withdrawal Rates—NYSEG, and RG&E Non-Union

Age	Rate	Age	Rate
20	10.00%	40	4.40%
21	10.00%	41	4.20%
22	10.00%	42	4.00%
23	10.00%	43	3.60%
24	10.00%	44	3.20%
25	10.00%	45	2.80%
26	10.00%	46	2.40%
27	10.00%	47	2.00%
28	9.60%	48	2.00%
29	9.20%	49	2.00%
30	8.80%	50	2.00%
31	8.40%	51	2.00%
32	8.00%	52	2.00%
33	7.40%	53	2.00%
34	6.80%	54	2.00%
35	6.20%	55+	0.00%
36	5.60%		
37	5.00%		
38	4.80%		
39	4.60%		

Actuarial Assumptions and Methods—OPEB Plans

Table 5

Disability Rates

Age	Male	Female	Age	Male	Female
20	0.00021	0.00021	45	0.00112	0.00168
21	0.00021	0.00021	46	0.00126	0.00189
22	0.00021	0.00021	47	0.00147	0.00210
23	0.00021	0.00021	48	0.00175	0.00231
24	0.00021	0.00021	49	0.00196	0.00252
25	0.00021	0.00021	50	0.00231	0.00280
26	0.00021	0.00021	51	0.00273	0.00308
27	0.00021	0.00021	52	0.00322	0.00343
28	0.00021	0.00028	53	0.00371	0.00378
29	0.00021	0.00028	54	0.00427	0.00413
30	0.00021	0.00028	55	0.00483	0.00448
31	0.00021	0.00035	56	0.00539	0.00483
32	0.00021	0.00035	57	0.00602	0.00518
33	0.00021	0.00042	58	0.00665	0.00560
34	0.00021	0.00042	59	0.00735	0.00595
35	0.00028	0.00049	60	0.00805	0.00630
36	0.00028	0.00056	61	0.00882	0.00672
37	0.00035	0.00063	62	0.00966	0.00707
38	0.00042	0.00070	63	0.01057	0.00735
39	0.00049	0.00084	64	0.01148	0.00763
40	0.00056	0.00091			
41	0.00063	0.00105			
42	0.00070	0.00119			
43	0.00084	0.00133			
44	0.00098	0.00154			

Actuarial Assumptions and Methods—OPEB Plans

Table 6

Salary Increases—Union

Age	Increase	Age	Increase
20	6.00%	45	4.00%
21	6.00%	46	4.00%
22	6.00%	47	4.00%
23	5.90%	48	3.90%
24	5.80%	49	3.80%
25	5.70%	50	3.70%
26	5.60%	51	3.60%
27	5.50%	52	3.50%
28	5.50%	53	3.40%
29	5.50%	54	3.30%
30	5.50%	55	3.20%
31	5.50%	56	3.10%
32	5.50%	57	3.00%
33	5.30%	58	3.00%
34	5.10%	59	3.00%
35	4.90%	60	3.00%
36	4.70%	61	3.00%
37	4.50%	62	3.00%
38	4.40%	63	3.00%
39	4.30%	64	3.00%
40	4.20%	65	3.00%
41	4.10%		
42	4.00%		
43	4.00%		
44	4.00%		

Actuarial Assumptions and Methods—OPEB Plans

Table A

2019 Health Care Claims Costs

Pre-65 per capita claims costs were based on 2019 self-funded premium equivalent rates used for setting retiree contributions. Standard aging factors were applied to approximate claims by age under age 65 on a composite medical and prescription drug basis.

Pre-65 Plans (Average)	\$ 12,577
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Actuarial Assumptions and Methods—OPEB Plans

Table B

Health Care Trend Rates

Year	Medical & Rx Before Impact of Excise Tax	
	Pre-Medicare Eligible	Medicare Eligible
2019	7.00%	7.75%
2020	6.75%	7.50%
2021	6.50%	7.25%
2022	6.25%	7.00%
2023	6.00%	6.50%
2024	5.75%	6.00%
2025	5.50%	5.50%
2026	5.25%	5.00%
2027	5.00%	4.50%
2028	4.75%	4.50%
2029+	4.50%	4.50%

Actuarial Assumptions and Methods—OPEB Plans

Table C

Age-Grading Factors

Age Band	Medical	Rx	% Rx	"Actual" Composite Aging
< 45	3.0%	4.8%	24.0%	3.4%
45–49	3.7%	4.7%	24.0%	3.9%
50–54	4.2%	4.7%	24.0%	4.3%
55–59	4.4%	4.6%	24.0%	4.4%
60–64	3.7%	4.6%	24.0%	3.9%
65–69	2.7%	3.8%	66.0%	3.4%
70–74	1.8%	2.5%	66.0%	2.3%
75–79	2.2%	0.8%	66.0%	1.3%
80–84	2.8%	0.2%	66.0%	1.1%
85–89	1.4%	0.1%	66.0%	0.5%
90+	0.0%	0.0%	66.0%	0.0%

Actuarial Assumptions and Methods—OPEB Plans

Table D

Medical and Rx Excise Tax Rates

Year	Rates	Year	Rates
2019	0.00%	2060	0.53%
2020	0.00%	2061	0.52%
2021	0.00%	2062	0.50%
2022	0.00%	2063	0.49%
2023	0.00%	2064	0.48%
2024	0.00%	2065	0.47%
2025	0.00%	2066	0.45%
2026	0.00%	2067	0.44%
2027	0.00%	2068	0.43%
2028	0.00%	2069	0.42%
2029	0.00%	2070	0.41%
2030	0.00%	2071	0.40%
2031	0.00%	2072	0.39%
2032	0.00%	2073	0.38%
2033	0.00%	2074	0.37%
2034	0.00%	2075	0.36%
2035	0.00%	2076	0.35%
2036	0.25%	2077	0.34%
2037	0.65%	2078	0.34%
2038	0.63%	2079	0.33%
2039	0.61%	2080	0.32%
2040	0.60%	2081	0.31%
2041	0.58%	2082	0.30%
2042	0.57%	2083	0.30%
2043	0.55%	2084	0.29%
2044	0.54%	2085	0.28%
2045	0.52%	2086	0.28%
2046	0.51%	2087	0.27%
2047	0.50%	2088	0.26%
2048	0.48%	2089	0.26%
2049	0.47%	2090	0.25%
2050	0.46%	2091	0.25%
2051	0.45%	2092	0.24%
2052	0.44%	2093	0.23%
2053	0.42%	2094	0.23%
2054	0.45%	2095	0.22%
2055	0.61%	2096	0.22%
2056	0.59%	2097	0.21%
2057	0.58%	2098	0.21%
2058	0.56%	2099	0.20%
2059	0.55%		

Actuarial Assumptions and Methods—OPEB Plans

Table E

Annual Retiree Contributions

Below are the blended rates used for pre-65 retirees not subject to the employer subsidy caps. These blended rates are based on the plan enrollment at the time of data collection.

NYSEG Union, Single Coverage	\$ 1,551
NYSEG Union, Family Coverage	\$ 3,236
NYSEG Non-Union, Single Coverage	\$ 1,087
NYSEG Non-Union, Family Coverage	\$ 2,373

Plan Provisions—OPEB Plans

NYSEG

Eligibility

NYSEG non-union employees hired before January 1, 2011 and NYSEG union employees hired before July 1, 2010 who retire from active status after age 55 with at least 10 years of service. IUMC employees hired before January 1, 2011 who retire from active status after age 55 with at least 10 years of service or after age 65 with at least 5 years of service. NYSEG union employees hired on or after July 1, 2010 who retire from active status after age 55 with at least 10 years of service have access only to the group plan. Dependents are also eligible at the employee’s date of retirement provided the retired employee pays the necessary contribution. NYSEG union employees who become disabled after 15 years of service are eligible as well as employees who retire from LTD status.

**Medical Plan Type
(Pre-Medicare Eligible/
Medicare Eligible)**

Pre-Medicare eligible union retirees have a choice of the following plans:

- The Comprehensive Health Insurance Plan (CHIP)
- Excellus PPO
- Excellus NYSEG POS
- Various HMOs

Pre-Medicare eligible non-union retirees have a choice of the following plans:

- Buy-up PPO
- Core PPO
- HDHP

Effective January 1, 2013, Medicare-eligible retirees except union employees who retire after July 1, 2010 will receive a Health Reimbursement Account (HRA) to purchase individual coverage. Effective January 1, 2016, Medicare-eligible union retirees who retire after July 1, 2010 will receive a Health Reimbursement Account (HRA) to purchase individual coverage.

Eligible Group	HRA Amount
Union Retired Prior to 07/01/2000 and Non-Union Retired Prior to 03/01/2002	\$ 2,500
Union Retired After 07/01/2000 and Non-Union Retired After 03/01/2002	\$ 2,000
Married retirees get 2x HRA	

Plan Provisions—OPEB Plans

NYSEG (continued)

Medical Plan Provisions	CHIP	Excellus NYSEG POS	Excellus IUMC POS
Plan Type	Base plus Major Medical: Pre-Medicare	POS: Pre-Medicare	POS: Pre-Medicare
Cost Sharing (Individual/Family)	\$50 per person deductible Basic, \$100 per person deductible Major Medical with 80% coinsurance to OOP maximum of \$980 per person	In-network: \$0/\$0 with 100% coinsurance to OOP maximum of \$0/\$0, \$10 OV/\$15 specialist copay Out-of-network: \$250/\$500 deductible with 80% coinsurance to OOP maximum of \$1,250/\$2,500	In-network: \$0/\$0 with 100% coinsurance to OOP maximum of \$0/\$0, \$20 OV/\$20 specialist copay Out-of-network: \$500/\$1,000 deductible with 50% coinsurance to OOP maximum of \$4,500/\$9,000
Pharmacy Benefit (Generic/BF/BNF)	Retired before 01/01/1986: Retail: \$3/\$8/\$13 Mail: \$6/\$16/\$26 Retired on or after 01/01/1986: Retail: Plan pays 90% subject to the following copayments: ▪ Minimum: \$12/\$30/\$75 ▪ Maximum: \$30/\$60/\$120 Mail: ▪ \$25/\$90/\$150	Retired before 01/01/1986: Retail: \$3/\$8/\$13 Mail: \$6/\$16/\$26 Retired on or after 01/01/1986: Retail: Plan pays 90% subject to the following copayments: ▪ Minimum: \$12/\$30/\$75 ▪ Maximum: \$30/\$60/\$120 Mail: ▪ \$25/\$90/\$150	Retail: Plan pays 90% subject to the following copayments: ▪ Minimum: \$12/\$30/\$75 ▪ Maximum: \$30/\$60/\$120 Mail: ▪ \$25/\$90/\$150
	HMO	Excellus PPO	
Plan Type	HMO: Pre-Medicare	PPO: Pre-Medicare	
Cost Sharing (Individual/Family)	\$0/\$0 with 100% coinsurance to OOP maximum of \$0/\$0, various OV copays	In-network: \$200/\$400 annual deductible with 80% coinsurance to OOP maximum of \$1,200/\$2,400, \$15 OV Out-of-network: \$500/\$1,000 deductible with 60% coinsurance to OOP maximum of \$4,500/\$9,000	
Pharmacy Benefit (Generic/BF/BNF)	Retail: ▪ Various copays Mail: ▪ Various copays	Retail: Plan pays 80% subject to the following copayments: ▪ Minimum:\$12/\$30/\$75 ▪ Maximum: \$30/\$60/\$120 Mail (90-day supply): ▪ \$25/\$90/\$150	

Plan Provisions—OPEB Plans

NYSEG (continued)

Medical Plan Provisions (continued)	Buy-up PPO	Core PPO	HDHP
Plan Type	PPO Pre-Medicare	PPO Pre-Medicare:	HDHP Pre-Medicare
Cost Sharing (Individual/Family)	In-network: \$150/\$300 with 90% coinsurance to OOP maximum of \$2,000/\$4,000, \$20 OV/\$30 specialist copay Out-of-network: \$1,500/\$3,000 deductible with 70% coinsurance to OOP maximum of \$4,500/\$9,000	In-network: \$350/\$700 with 80% coinsurance to OOP maximum of \$3,500/\$7,000, \$25 OV/\$40 specialist copay Out-of-network: \$2,000/\$4,000 deductible with 60% coinsurance to OOP maximum of \$6,000/\$12,000	In-network: \$1,500/\$3000 with 90% coinsurance to OOP maximum of \$3,000/\$6,000 Out-of-network: \$3,500/\$7,000 deductible with 60% coinsurance to OOP maximum of \$7,000/\$14,000
Pharmacy Benefit (Generic/BF/BNF)	Retail: Plan pays 100% subject to the following copayments: ▪ \$10/\$25/\$50 Mail: Plan pays 100% subject to the following copayments: ▪ \$20/\$50/\$100	Retail: ▪ \$10/20% with \$25 min and \$50 max/30% with \$50 min and \$100 max Mail: ▪ \$25/\$70/\$120	Retail: Plan pays 90% Mail: Plan pays 90%

Plan Provisions—OPEB Plans

NYSEG (continued)

Retiree Contributions

Union

Retired prior to 01/01/1986	PPO: Greater of current contribution or 10% of premium Other: 10% of premium
Retired 01/01/1986– 06/30/2000	HMO: 10% trend share methodology described below POS: Single—13.4% of premium Family—14.1% of premium CHIP: Single—12.5% of premium Family—13.1% of premium PPO: Greater of current contribution or 10% of premium
Retired 07/01/2000+	Same as retired 01/01/1986–06/30/2000, but subject to union DDB described below.

Non-Union

Retired prior to 01/01/1986	PPO: Greater of current contribution or 10% of premium Other: 10% of premium
Retired 01/01/1986– 02/28/2002	HMO: 10% trend share methodology described below POS: Single—13.4% of premium Family—14.1% of premium CHIP: Single—12.5% of premium Family—13.1% of premium PPO: Greater of current contribution or 10% of premium
Retired 03/01/2002+	Same as retired 01/01/1986–02/28/2002, but subject to non-union DDB described below. IUMC retirees pay 20% of premium, subject to the non-union DDB described below.

Survivors Pre-65: 50% of premium.

Plan Provisions—OPEB Plans

NYSEG (continued)

10% Trend Share

For certain retirees described above, the following contribution strategy applies to determine future contributions:

- 10% of the increase in the gross cost (before retiree contributions) of a benefit plan will be added to the retiree contribution amount in the preceding year to determine the current year retiree contribution

Defined Dollar Benefit (DDB)

Certain union retirees are subject to the following DDB caps:

	Pre-Medicare Eligible
Single	\$ 5,500
Family	\$ 13,200

Union retirees subject to these caps contribute the greater of the following:

- 1) The difference between the gross plan by tier of coverage (e.g., Single, Family) and the cap
- 2) Pre-cap contributions described above

Certain non-union retirees are subject to the following DDB caps as described above:

	Pre-Medicare Eligible
Retiree	\$ 4,800

Non-Union retirees subject to these caps and enrolled in single coverage contribute the greater of the following:

- 1) The difference between the gross plan cost and the cap
- 2) Pre-cap contributions described above

Retirees enrolling as dual or family pay a multiple of the single rate:

	NYSEG Retirees	IUMC Retirees
Dual	2x	2x
Family	2x	2.25x

Medicare Part B Premium Reimbursement

NYSEG reimburses a portion (flat amount of \$381.60 per year for all future years) of the Medicare Part B premium for employees (no reimbursement for dependents) who retired prior to 2006. This reimbursement is only available to those enrolled in a retiree medical plan.

Survivor Benefits

Surviving spouses of actives or retirees: If spouse is below age 40 at the time of death, coverage may continue for one year; otherwise coverage may continue until remarriage. Survivor eligibility is subject to limitations for certain groups. In some instances, surviving spouse is no longer covered upon remarriage or when access to coverage is obtained through another employer.

Terminated Employee

No coverage.

Plan Provisions—OPEB Plans

RG&E

Eligibility for Participation RG&E and Energetix non-union employees hired before January 1, 2011 and union employees hired before October 1, 2009 who are at least age 55 with a minimum of 10 years of service. Dependents are also eligible at the employee's date of retirement provided the retired employee pays the necessary contribution. Employees who retire from LTD status are also covered.

**Medical Plan Type
(Pre-Medicare Eligible/
Medicare Eligible)**

Pre-Medicare eligible retirees have a choice of the following plans:

- Buy-up PPO
- Core PPO
- HDHP

Effective January 1, 2013, Medicare-eligible retirees except union employees who retire after June 1, 2008 will receive a \$2,000 Health Reimbursement Account (HRA) to purchase individual coverage. Effective January 1, 2014, Medicare-eligible union employees who retire after June 1, 2008 will receive a \$2,000 Health Reimbursement Account (HRA) to purchase individual coverage.

**Pre-Medicare Medical
Plan Provisions**

	Buy-up PPO	Core PPO	HDHP
Plan Type	PPO Pre-Medicare	PPO: Pre-Medicare	HDHP: Pre-Medicare
Cost Sharing (Individual/Family)	In-network: \$150/\$300 with 90% coinsurance to OOP maximum of \$2,000/\$4,000, \$20 OV/\$30 specialist copay Out-of-network: \$1,500/\$3,000 deductible with 70% coinsurance to OOP maximum of \$4,500/\$9,000	In-network: \$350/\$700 with 80% coinsurance to OOP maximum of \$3,500/\$7,000, \$25 OV/\$40 specialist copay Out-of-network: \$2,000/\$4,000 deductible with 60% coinsurance to OOP maximum of \$6,000/\$12,000	In-network: \$1,500/\$3000 with 90% coinsurance to OOP maximum of \$3,000/\$6,000 Out-of-network: \$3,500/\$7,000 deductible with 60% coinsurance to OOP maximum of \$7,000/\$14,000
Pharmacy Benefit (Generic/BF/BNF)	Retail: Plan pays 100% subject to the following copayments: ▪ \$10/\$25/\$50 Mail: Plan pays 100% subject to the following copayments: ▪ \$20/\$50/\$100	Retail: ▪ \$10/20% with \$25 min and \$50 max/30% with \$50 min and \$100 max Mail: ▪ \$25/\$70/\$120	Retail: Plan pays 90% Mail: Plan pays 90%

Plan Provisions—OPEB Plans

RG&E (continued)

Pre-Medicare Company Contribution

For union employees retiring prior to 06/01/2018 and all non-union employees, the lesser of \$242 per month per retiree unit (regardless of tier of coverage) or monthly medical premium.

For union employees retiring on or after 06/01/2018, the lesser of \$600 per month per retiree unit (regardless of tier of coverage) or monthly medical premium.

Retiree Contribution

Difference between the medical premium and the company contribution.

Survivor Benefits

Coverage continues after death of retiree for life of spouse; coverage continues after death of active employee eligible for retirement for life of spouse. Survivor eligibility is subject to limitations for certain groups. In some instances, surviving spouse can only be covered until they remarry or obtain access to coverage through their own employer.

Life Insurance

For all employees retiring prior to 07/01/1999

Basic Group Life

Company paid benefit of 1/2 of final pay

Special Group Life (for employees active on 01/01/1983)

A frozen amount equal to 12/31/1982 pay

Ordinary Life and Executive Group Life

A frozen amount for a closed group of current retirees

Retiree Contributions

None

For all employees retiring on or after 07/01/1999

Special Group Life (for employees active on 01/01/1983 and who retired prior to 07/01/2008 only)

A frozen amount equal to 12/31/1982 pay

Life insurance benefits are not provided to surviving spouses.

PEP Credits

For union employees retiring after 07/01/1999 and before 06/01/2018 and non-union employees retiring after 07/01/1999 and before 07/01/2018

Non-union employees hired before January 1, 2011 and union employees hired before October 1, 2009 are eligible for this benefit.

\$100 per month. PEP Credits may be applied towards the following: purchasing life insurance (maximum 1/2 of pay at retirement) or retiree contributions for Company provided medical benefits.

PEP Credits are not provided to surviving spouses.

Actuarial Assumptions and Methods—401(k) Plans

Census data	December 31, 2018 active employees.
Population	Non-union and union populations remain the same with new hires replacing employees leaving the workforce.
Salary increases	
Non-Union	Table 1 in assumptions section for pension plans.
Union	Table 2 in assumptions section for pension plans.
Participation rates for current employees	Participation remains the same.
New hires-2019 401(k) pay and match %	
NYSEG Non-Union	\$85,000; 2.00%
NYSEG Union	\$62,000; 5.21%
RG&E Non-Union	\$72,000; 2.45%
RG&E Union	\$79,000; 8.18%
Mortality rates	RP-2006 fully generational table using Scale MP-2018 for non-annuitants. The aggregate tables are used for the non-union participants. The blue collar tables are used for the union participants.
Retirement rates	Table 3 in assumptions section for pension plans.
Withdrawal rates	
Non-Union	Table 6 in assumptions section for pension plans.
Union	Table 5 in assumptions section for pension plans.
Disability rates	Table 7 in assumptions section for pension plans.

Plan Provisions—401(k) Plans

NYSEG

Participation	One month of service.
Employee pre-tax contributions	1% to 50% of eligible pay.
Employer matching contributions	
Union hired before 7/1/2010	25% of employee contributions; max of 1.5% of base pay as of January 1.
Union hired on 7/1/2010 or later	150% of 1 st 6% of eligible pay contributed by the employee.
Non-Union	50% of 1 st 6% of eligible pay contributed by the employee.
Core contributions	
Union	\$3,500 for those hired on or after 1/1/2001 and before 7/1/2010.
Non-Union	6% of eligible pay for those hired on or after 1/1/2002.
Eligible Pay	
Union 401(k) contributions	Base, overtime.
Non-Union 401(k) contributions	Base, overtime, and bonus if defer 100% of bonus.
Non-Union Core contributions	Base, bonus.
Automatic enrollment	
Union	None.
Non-Union	3% for employees hired on or after 1/1/2008.
Automatic increases	
Union	Optional; 1% per year.
Non-Union	Optional; 1% per year.
Vesting	
Matching contributions	100% immediate.
Core contributions	Three years.

Plan Provisions—401(k) Plans

RG&E

Participation	Immediate.
Employee pre-tax contributions	1 to 50% of eligible pay.
Employer matching contributions	
Union hired before 10/1/2009	50% of 1 st 6% of eligible pay contributed by the employee.
Union hired on 10/1/2009 or later	150% of 1 st 6% of eligible pay contributed by the employee.
Non-Union	50% of 1 st 6% of eligible pay contributed by the employee.
Core contributions	
Union	None.
Non-Union	6% of eligible pay for those hired on or after 1/1/2005.
Eligible pay	
Union	Base.
Non-Union	Base, bonus.
Automatic enrollment	
Union	6% for employees hired after 4/1/2010.
Non-Union	3% after 45 days for employees hired on or after 1/1/2008.
Automatic increases	
Union	Optional; 1% per year.
Non-Union	Optional; 1% per year.
Vesting	
Matching contributions	100% immediate.
Core contributions	Three years.

Summary of Current Plan Demographics

Summary of Current Plan Demographics—Pension Plans

	NYSEG	RG&E	Total
Participants at May 31, 2018			
Number Active	1,315	637	1,952
Number Inactive	<u>3,792</u>	<u>1,239</u>	<u>5,031</u>
Total	5,107	1,876	6,983
Active Valuation Pay	\$ 133,368,443	\$ 59,431,105	\$ 192,799,548
Inactive Benefits	\$ 82,007,165	\$ 26,491,640	\$ 108,498,805

Summary of Current Plan Demographics—OPEB Plans

	NYSEG	RG&E	Total
Participants at May 31, 2018			
Active	1,528	497	2,025
Inactive	<u>2,930</u>	<u>1,419</u>	<u>4,349</u>
Total	4,458	1,916	6,374

Summary of Current Plan Demographics—401(k) Plans

NYSEG Employees Eligible to Contribute as of January 1, 2019:

Category	Match Contribution	Core Contribution	Number
Non-Union hired before 1/1/2002	50% on 1st 6%	None	207
Non-Union hired on or after 1/1/2002	50% on 1st 6%	6%	214
Union hired before 1/1/2001	25%; max of 1.5% of base pay	None	492
Union hired 1/1/2001 to 6/30/2010	25%; max of 1.5% of base pay	\$3,500	453
Union hired on or after 7/1/2010	150% on 1st 6%	None	454
All			1,820

RG&E Employees Eligible to Contribute as of January 1, 2019:

Category	Match Contribution	Core Contribution	Number
Non-Union hired before 1/1/2005	50% on 1st 6%	None	185
Non-Union hired on or after 1/1/2005	50% on 1st 6%	6%	240
Union hired before 10/1/2009	50% on 1st 6%	None	246
Union hired on or after 10/1/2009	150% on 1st 6%	None	86
All			757



Avangrid Rate Cases for New York State Electric & Gas and Rochester Gas & Electric

April 4, 2019

Consulting
Health & Benefits
Presentation to Avangrid Service Company



About This Material

The following pages outline the medical and prescription drug cost projections for the time period 4/1/2020 – 3/31/2023 and historical costs for the time period 1/1/2016 – 12/31/2018 for New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RGE).

Table of Contents

- Assumptions and Methodology
- Projection Results
- Analysis
- Appendix

Assumptions and Methodology

Claim Costs

- 2016-2018 claim costs reflect actual claims paid in each calendar year
- 2020-2023 costs reflect 7.5% trend applied to historical claims
- Reflects medical and prescription drug claims
- RG&E Union medical and prescription drug is with multi-employer Family Medical Care Plan coordinated by the IBEW union beginning in 2019; costs reflect quoted premiums

Claim Trend

- 7.5% on medical and Rx claims (both self-insured and multi-employer plans)
- Represents true underlying trend without impact of plan design changes
- Consistent with 2019 pricing assumptions and Aon projected industry trends

Administrative Fees

- Medical administration moved to Anthem in 2019
 - Excellus was no longer an option for 2019 due to Avangrid's corporate headquarters in CT and BCBS situs rules
 - Anthem offered the lowest medical program costs overall during a competitive bid performed in 2018 for the 2019 plan year. Avangrid chose the lowest cost vendor to administer the plan in 2019 and beyond
- 0% increase in 2020-2021 reflects rate cap in place with Anthem BCBS
- 3% increase in 2022-2023 reflects standard industry admin trend

Stop Loss

- 15% trend is in line with standard industry stop loss trend
- Stop loss trend is higher than claim trend due to deductible leveraging

Covered Population

- Employee and member counts for 2019 and beyond reflect January 2019 census data

Assumptions and Methodology

Plan Designs

- Assumed 2019 plan designs (summarized in appendix) remain through 2023
- Assumed no migration among company plans through 2023

Company Contributions

- Employee contributions are set based on premiums that are harmonizing over time to reflect Avangrid company-wide claims experience
- NYSEG
 - Non-Union: Company pays 80% of Core Plan premium; employees pay full buy-up to other plans
 - Union negotiated a 3% employee contribution increase cap for 2020, as they did in 2019; employee contribution increases in 2021 and beyond match premium increases
- RG&E
 - Non-Union: Company pays 80% of Core Plan premium; employees pay full buy-up to other plans
 - Union: receives same dollar company contribution as RG&E non-union Core plan

Excise Tax

- 40% tax assessed on the excess of gross costs above a defined threshold beginning in 2022
 - 2022 thresholds expected to be \$11,237 for single coverage and \$30,295 for family coverage
- Expected overall impact for NYSEG is 0.1% of gross costs in 2022 and 0.5% in 2023
- Expected overall impact for RG&E is 0.04% of gross costs in 2022 and 0.3% in 2023

Analysis

- Projections are performed on a per capita basis and applied to current headcount to develop aggregate costs
- PEPY = Per Employee Per Year
- PMPY = Per Member Per Year

NYSEG Projection Results

4/1/2020 – 3/31/2023 total net cost over 3-year period: \$58.4M

	1/1/2016 - 12/31/2016 Actual	1/1/2017 - 12/31/2017 Actual	1/1/2018 - 12/31/2018 Actual	4/1/2020 - 3/31/2021 Projected	4/1/2021 - 3/31/2022 Projected	4/1/2022 - 3/31/2023 Projected
Headcounts						
Enrolled Employees	1,551	1,544	1,478	1,410	1,410	1,410
Enrolled Members	4,029	4,040	3,872	3,704	3,704	3,704
Aggregate Costs						
Gross Plan Cost	\$21,575,000	\$20,608,000	\$20,955,000	\$23,932,000	\$25,724,000	\$27,706,000
Net NYSEG Costs	\$16,092,000	\$15,025,000	\$15,538,000	\$18,088,000	\$19,388,000	\$20,891,000
Total Net Cost 4/1/2020-3/31/2023				\$58,367,000		

RG&E Projection Results

4/1/2020 – 3/31/2023 total net cost over 3-year period: \$22.6M

	1/1/2016 - 12/31/2016 Actual	1/1/2017 - 12/31/2017 Actual	1/1/2018 - 12/31/2018 Actual	4/1/2020 - 3/31/2021 Projected	4/1/2021 - 3/31/2022 Projected	4/1/2022 - 3/31/2023 Projected
Headcounts						
Enrolled Employees	678	670	637	582	582	582
Enrolled Members	1,547	1,541	1,477	1,404	1,404	1,404
Aggregate Costs						
Gross Plan Cost	\$7,699,000	\$8,036,000	\$7,629,000	\$8,955,000	\$9,624,000	\$10,359,000
Net RG&E Costs	\$5,902,000	\$6,187,000	\$5,701,000	\$6,913,000	\$7,533,000	\$8,196,000
Total Net RG&E Cost 4/1/2020-3/31/2023				\$22,642,000		

NYSEG Analysis

	1/1/2016 - 12/31/2016 Actual	1/1/2017 - 12/31/2017 Actual	1/1/2018 - 12/31/2018 Actual	4/1/2020 - 3/31/2021 Projected	4/1/2021 - 3/31/2022 Projected	4/1/2022 - 3/31/2023 Projected
Headcounts (All self-insured)						
Enrolled Employees	1,551	1,544	1,478	1,410	1,410	1,410
Enrolled Members	4,029	4,040	3,872	3,704	3,704	3,704
Year Over Year Trends/Assumptions						
Claim Trend		-4.0%	6.3%	7.5%	7.5%	7.5%
Admin Trend		2%	0%	0%	1%	3%
Stop Loss Trend		30%	18%	15%	15%	15%
Plan Year Costs (PEPY)						
Claims	\$13,355	\$12,820	\$13,629	\$16,135	\$17,345	\$18,646
Admin	\$379	\$386	\$386	\$500	\$504	\$519
Stop Loss	\$107	\$139	\$164	\$338	\$389	\$447
Transitional Reinsurance Fee	\$70	n/a	n/a	n/a	n/a	n/a
Excise Tax	n/a	n/a	n/a	n/a	\$4	\$40
Total Gross PEPY	\$13,911	\$13,345	\$14,179	\$16,973	\$18,242	\$19,653
Plan Year Costs (PMPY)						
Claims	\$5,141	\$4,900	\$5,202	\$6,142	\$6,603	\$7,098
Admin	\$146	\$148	\$147	\$190	\$192	\$197
Stop Loss	\$41	\$53	\$63	\$129	\$148	\$170
Transitional Reinsurance Fee	\$27	n/a	n/a	n/a	n/a	n/a
Excise Tax	n/a	n/a	n/a	n/a	\$2	\$15
Total Gross PMPY	\$5,355	\$5,101	\$5,412	\$6,461	\$6,945	\$7,480
Per Capita Employee Contributions						
Employee Contributions - PEPY	\$3,535	\$3,615	\$3,666	\$4,145	\$4,491	\$4,836
Employee Contributions - PMPY	\$1,361	\$1,382	\$1,399	\$1,578	\$1,711	\$1,840
Per Capita Net NYSEG Costs						
Net Costs - PEPY	\$10,376	\$9,730	\$10,513	\$12,829	\$13,752	\$14,816
Net Costs - PMPY	\$3,994	\$3,719	\$4,013	\$4,883	\$5,234	\$5,640
Aggregate Costs						
Gross Plan Cost	\$21,575,000	\$20,608,000	\$20,955,000	\$23,932,000	\$25,724,000	\$27,706,000
Net NYSEG Costs	\$16,092,000	\$15,025,000	\$15,538,000	\$18,088,000	\$19,388,000	\$20,891,000
Total Net Cost 4/1/2020-3/31/2023					\$58,367,000	

RG&E Analysis

	1/1/2016 - 12/31/2016 Actual	1/1/2017 - 12/31/2017 Actual	1/1/2018 - 12/31/2018 Actual	4/1/2020 - 3/31/2021 Projected	4/1/2021 - 3/31/2022 Projected	4/1/2022 - 3/31/2023 Projected
Headcounts						
Enrolled Employees	678	670	637	582	582	582
Enrolled Members	1,547	1,541	1,477	1,404	1,404	1,404
Self-Insured						
Enrolled Employees	678	670	637	315	315	315
Enrolled Members	1,547	1,541	1,477	744	744	744
Multi-Employer Plan						
Enrolled Employees	0	0	0	267	267	267
Enrolled Members	0	0	0	660	660	660
Percent of Employees in Multi-Employer Plan	0%	0%	0%	46%	46%	46%
Percent of Members in Multi-Employer Plan	0%	0%	0%	47%	47%	47%
Year Over Year Trends/Assumptions						
Self-Insured Claim Trend		6.3%	-0.2%	7.5%	7.5%	7.5%
Self-Insured Admin Trend		2%	0%	0%	1%	3%
Self-Insured Stop Loss Trend		8%	5%	15%	15%	15%
Multi-Employer Plan Premium Trend		n/a	n/a	7.5%	7.5%	7.5%
Plan Year Costs (PEPY)						
Self-Insured						
Claims	\$10,728	\$11,408	\$11,380	\$13,918	\$14,963	\$16,085
Admin	\$379	\$386	\$386	\$500	\$504	\$519
Stop Loss	\$186	\$201	\$211	\$338	\$389	\$447
Transitional Reinsurance Fee	\$62	n/a	n/a	n/a	n/a	n/a
Excise Tax	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>\$3</u>	<u>\$31</u>
Self-Insured Gross PEPY	\$11,355	\$11,995	\$11,977	\$14,757	\$15,858	\$17,082
Multi-Employer Plan						
Premiums	n/a	n/a	n/a	\$16,128	\$17,338	\$18,639
Transitional Reinsurance Fee	n/a	n/a	n/a	n/a	n/a	n/a
Excise Tax	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>\$1</u>	<u>\$6</u>
Multi-Employer Plan Gross PEPY	n/a	n/a	n/a	\$16,128	\$17,339	\$18,645
Combined Self-Insured and Multi-Employer Plan						
Total Gross PEPY	\$11,355	\$11,995	\$11,977	\$15,386	\$16,537	\$17,799

RG&E Analysis

	1/1/2016 - 12/31/2016 Actual	1/1/2017 - 12/31/2017 Actual	1/1/2018 - 12/31/2018 Actual	4/1/2020 - 3/31/2021 Projected	4/1/2021 - 3/31/2022 Projected	4/1/2022 - 3/31/2023 Projected
Plan Year Costs (PMPY)						
Self-Insured						
Claims	\$4,702	\$4,960	\$4,908	\$5,893	\$6,335	\$6,810
Admin	\$166	\$168	\$166	\$212	\$213	\$220
Stop Loss	\$82	\$87	\$91	\$143	\$165	\$189
Transitional Reinsurance Fee	\$27	n/a	n/a	n/a	n/a	n/a
<u>Excise Tax</u>	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>\$1</u>	<u>\$13</u>
Self-Insured Gross PMPY	\$4,977	\$5,215	\$5,165	\$6,248	\$6,714	\$7,232
Multi-Employer Plan						
Premiums	n/a	n/a	n/a	\$6,525	\$7,014	\$7,540
Transitional Reinsurance Fee	n/a	n/a	n/a	n/a	n/a	n/a
<u>Excise Tax</u>	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>n/a</u>	<u>\$0</u>	<u>\$2</u>
Multi-Employer Plan Gross PMPY	n/a	n/a	n/a	\$6,525	\$7,014	\$7,542
Combined Self-Insured and Multi-Employer Plan						
Total Gross PMPY	\$4,977	\$5,215	\$5,165	\$6,378	\$6,855	\$7,378
Per Capita Employee Contributions						
Employee Contributions - PEPY	\$2,652	\$2,761	\$3,025	\$3,508	\$3,595	\$3,717
Employee Contributions - PMPY	\$1,162	\$1,200	\$1,305	\$1,455	\$1,490	\$1,541
Per Capita Net RG&E Costs						
Net Costs - PEPY	\$8,703	\$9,234	\$8,952	\$11,878	\$12,942	\$14,083
Net Costs - PMPY	\$3,815	\$4,015	\$3,860	\$4,924	\$5,365	\$5,838
Aggregate Costs						
Gross Plan Cost	\$7,699,000	\$8,036,000	\$7,629,000	\$8,955,000	\$9,624,000	\$10,359,000
Net RG&E Costs	\$5,902,000	\$6,187,000	\$5,701,000	\$6,913,000	\$7,533,000	\$8,196,000
Total Net RG&E Cost 4/1/2020-3/31/2023				\$22,642,000		



Appendix

2019 Plan Designs – In-Network

NYSEG Non-Union and RG&E Non-Union

	2019 Non-Union		
	Harmonized Buy-Up	Harmonized Core	Harmonized HDHP w/ HSA
Actuarial Value	89.9%	85.4%	86.8%
In-Network Benefits			
Deductible – Ind/Fam	\$150/\$300	\$350/ \$700	\$1,500/ \$3,000
HSA Employer Seed	N/A	N/A	\$500/ \$1,000
Coinsurance	90%	80%	90%
Out-of-Pocket Max – Ind/Fam	\$2,000/ \$4,000	\$3,500/ \$7,000	\$3,000/ \$6,000
Office Visit Copay– PCP/Spec	\$20/\$30	\$25/\$40	90% after ded
ER Copay	\$100	\$150	90% after ded
Inpatient Hospital Facility	90% after ded	80% after ded	90% after ded
Outpatient Surgery	90% after ded	80% after ded	90% after ded
Rx – Deductible	None	None	Comb w/ Med
Rx – OOP Max	\$3,000/ \$6,000	\$3,000/ \$6,000	Comb w/ Med
Generic:			
Retail	\$10 copay	\$10 copay	10%
Mail Order	\$20 copay	\$25 copay	10%
Preferred Brand:			
Retail	\$25 copay	20%, \$25 min / \$50 max	10%
Mail Order	\$50 copay	\$70 copay	10%
Non-Preferred Brand:			
Retail	\$50 copay	30%, \$50 min / \$100 max	10%
Mail Order	\$100 copay	\$120 copay	10%

2019 Plan Designs – In-Network

NYSEG Union

	Simply Blue	PPO Core
Actuarial Value	90.6%	84.7%
In-Network Benefits		
Deductible – Ind/Fam	\$500/\$1,000	\$500/\$1,500
Coinsurance	100%	80%
Out-of-Pocket Max – Ind/Fam	\$2,000/\$4,000	\$3,000/\$9,000
Office Visit Copay– PCP/Spec	\$20/\$20	\$20/\$40
ER Copay	\$150	\$100
Inpatient Hospital Facility	\$500	80% after ded
Outpatient Surgery	\$150 after ded	80% after ded
Rx – Deductible	None	None
Rx – OOP Max	\$2,000/\$4,000	\$3,600/\$4,200
Generic:		
Retail	\$10 copay	20%; \$12 min; \$30 max
Mail Order	\$25 copay	\$25 copay
Preferred Brand:		
Retail	\$30 copay	20%; \$30 min; \$60 max
Mail Order	\$75 copay	\$90 copay
Non-Preferred Brand:		
Retail	\$50 copay	20%; \$75 min; \$120 max
Mail Order	\$125 copay	\$150 copay

2019 Plan Designs – In-Network

RG&E Union

Active Medical / Rx	2019 RGEU IBEW FMCP 16
Actuarial Value	94.2%
In-Network Benefits	
Deductible – Ind/Fam	\$200/\$400
HSA Employer Seed	N/A
Coinsurance	100%
Out-of-Pocket Max – Ind/Fam	\$1,400/ \$2,800
Office Visit Copay – PCP/Spec	\$20/\$20
ER Copay	\$100
Inpatient Hospital Facility	100% after ded
Outpatient Surgery	100% after ded
Rx – Deductible	None
Rx – OOP Max	\$1,000/\$2,000
Generic:	
Retail	No copay
Mail Order	No copay
Preferred Brand:	
Retail	20%
Mail Order	20%
Non-Preferred Brand:	
Retail	30%, \$40 min
Mail Order	30%, \$80 min